

# Forget me not House



Leaholme Gardens, Burnham, Slough SL1 6LD

Tel: 01628 668902

e-mail: [pell@talktalk.net](mailto:pell@talktalk.net)

[www.forgetmenotresidentialhome.co.uk](http://www.forgetmenotresidentialhome.co.uk)

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## PRIVACY POLICY

### Your privacy

At Forget me not Residential Home, we are committed to the highest privacy standards. However, you choose to interact with us, we will only collect data that is necessary for us to deliver the best possible service and anything else relevant to your ongoing care. This policy provides detailed information on when and why we collect your personal information, how we use it and the very limited conditions under which we may disclose it to others.

### Collection of your Personal Information

In addition to your basic contact information – see table.

Customer	Type of data stored
Resident	Medical history Name, dob, nhs number Care needs, Plan of care, Logging of activities of daily living
NOK / POA	Name, address, telephone number, e-mail address

We may also store associated information received from other health care professionals as part of your ongoing care.

### How we use this information

The information we collect about residents is used to ensure we provide you with the best and most appropriate services.

We use NOK/POA contact information to update on the health and wellbeing of relative/friend receiving the home's services and communicate activities and futures plans via e-mail newsletter. We also may occasionally contact you to ask for your feedback on services we have provided.

### Our policy on storage, processing and retention of your information.

Data stored on computers have password for access. We store individual resident care plans, assessments, risk assessments and daily living activities using a system called NOURISH care. Nourish meets the GDPR guidelines. Appropriate staff have access using a user name and password.

Paperwork documentation is stored in a locked filing cabinet. The registered manager and deputy manager only have access to these cabinets using a key.

Any third-party company is only permitted to process your data for the specified purposes and in accordance with GDPR.

We retain your information for as long as reasonably necessary to provide our products and services and to maintain records to satisfy the Health and Social Care Act and other legal requirements.

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## **How and when we may share your Personal Information**

Where necessary we may disclose your information to health care professionals including the NHS. We may also pass information to external agencies and organisations, including the Care Quality Commission, Local Authority and Police.

## **Your rights with respect to the Personal Information we hold**

You are entitled to access the personal information that we hold on you; any such request should be made using our contact details below. If any data we hold is inaccurate, this will be corrected promptly on request. In certain circumstances you can request that we erase your data which we will do where this would not prevent us meeting our legal and regulatory obligations.

## **Updating your communication preferences**

You may ask that we do not send you communications using any of the contact details we hold on our records, this may include your email, SMS, telephone and postal information. You may also request we restrict our communications. Your personal preferences can be changed at any time by e-mailing [pell@talktalk.net](mailto:pell@talktalk.net) or communicating using details on headed paper.

## **Use of Cookies**

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes. A cookie cannot give us access to your computer or to your personal information. Most web browsers automatically accept cookies; consult your browser's manual or online help if you want information on restricting or disabling the browser's handling of cookies. If you disable cookies, you can still view the information on our web site, but the functionality of certain areas may be reduced.

## **Privacy Policy Updates**

We reserve our right to make any changes and updates to this privacy policy without giving you notice as and when we need to. Our most up to date privacy policy is always available on our website.