

## PRIVACY POLICY – RESIDENT

During your admission and your stay with us we will collect, hold and process certain information about you, including, but not limited to, personal administrative information (name, date of birth, National Insurance number), medical records and history and social information (such as your personal history or current likes / dislikes). We do this in order to enable us to fulfil our contract with you to provide health and social care and to fulfil our legal obligations under the Care Act. We also collect information on your personal and family finances, solely for the purpose of assessing your ability to pay fees, for any bursary application you may make and in order to assist with applications for public funding. If you are paying fees or contributions we will also hold your bank details for the purposes of direct debit collection.

We will never use your information for any other purpose without your explicit consent and will only share it with others where it is needed for us to care for you (for example with medical professionals or your appointed Power of Attorney) or make informed decisions as an organisation (for example with the Trustees Board and Board committees) . We will also ask you from time to time with which family members or friends you are happy for us to discuss your health and wellbeing and will keep a register of those people to ensure that we can keep them up to date.

We will keep your information for as long as you are with us and, after that, for a period of 6 years, as required by legislation.

We take the security of your personal information very seriously and hold it always in accordance with the requirements of the General Data Protection Regulations and any similar legislation that may come into force in the future. As part of that we have to tell you about certain rights you have:

- You can ask to see the information we hold on you at any time by making an appointment with Resident Services
- If you think there's anything in your information that isn't right, please tell us – you have the right to have this corrected
- If you're not happy with the way we use your information, you can make a complaint by writing to or emailing the Data Controller (see information at the foot of this notice)
- You have the right to ask us to erase data we hold or to cease to use it, although there are only limited circumstances in which that will be possible, since we will never erase or cease to use any information that is relevant to your current wellbeing, whether social or medical. We are also required by law to retain certain information.

We are also required to give you some administrative information as follows. The Data Controller (the body responsible for your information) is Nightingale Hammerson, a registered Charity (Charity number 206312), whose registered office is Nightingale House, 105 Nightingale Lane, London, SW12 8NB. If you have any questions or concerns about this privacy notice or wish to contact us about your data, please do so by writing to us at that address, addressing your letter to 'The Data Controller', or by email to [mydata@nightingalehammerson.org](mailto:mydata@nightingalehammerson.org).

This notice replaces any reference to Data Protection in your existing contract with us.