



HERON HOUSE

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Heron House Residential Home Ltd., Taunton

Heron House Taunton is registered as a society under the Co-operative and Community Benefit Societies Act 2014. Our registered trading name is Heron House Residential Home Ltd. (registration number 24866R).

Heron House Residential Home Ltd. is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this privacy policy is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are **Heron House Residential Home Ltd., Heron Drive, Taunton, Somerset TA1 5HA**

Privacy Notice

Heron House Residential Home Ltd. is a residential care home which provides services to residents. There are three elements to our service, residential care, day care and dementia care. In order to deliver the services to our residents it is necessary to collect some personal data to ensure they receive the care they need and also to allow us to run our charity effectively. We on occasions share that information with key partner agencies in particular Health providers such as GP and district Nurses.

We also hold information about our staff, trustees, volunteers and suppliers. This is necessary for the smooth running of the charity and also to comply with various aspects of legislation, eg employment law, payroll and good governance under Charity legislation Your privacy is important to us and we take great care to protect it.

What data we need to collect and the legal basis for processing it:

To provide this service, we are under certain legal duties to hold and retain personal information. The attached link sets out those legal reasons, the relevant legislation, what information we hold and to whom we might share it including the purpose of sharing it.

How long we will keep your data

We only hold personal data for the minimum amount of time that is necessary. This is typically 3 years. In certain legal and medical circumstance we are obliged to hold that data for 7 years. We continually review and audit the data we hold to ensure that we only retain the minimum necessary to fulfill our duties.

Who we share your data with and why:

In order to deliver the care and support our residents need we retain personal information to enable us to deliver that care. This will include their medical history, the medicine a resident is or has taken. We might need to share this information to ensure they obtain the necessary medical



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care from professionals such as Hospital staff, GP, District Nurses. Information is also held about residents' personal life for example the activities and hobbies they have. This is so that we can ensure we meet their wellbeing needs whilst they are living with us. Included in those records will be personal details of their relatives so that we can contact them if necessary.

In order to employ our staff we keep personal information such as employment records, DBS applications, training records, payroll details and bank details. Some of this information will be shared as necessary with our Payroll processors, pension providers and Group Life Assurance providers.

If we have your consent to use your data:

When a new resident arrives at Heron House we set out in a clear and transparent way the information we seek to hold, the reason for holding it and what we do with the information we have obtained. We then ask for the resident's consent to be able to hold and retain that information. Included on that consent form are the rights the resident has under the Data Protection legislation.

When a new member of staff is employed they are given a Privacy Statement alongside their Employment Contract.

What we do with your information:

We hold all personal information in order to meet the needs of our residents.

We hold all personal information about staff in order to conduct the business of running a care home.

We may share your information with other parties where you have consented

We may also share your information without asking you if:

- the law says we must
- there is a risk of serious harm or threat to life.

We do not use any form of automated processing of residents' personal information. We do not we share any personal data for marketing or commercial purposes unless we have the express permission of the resident (if necessary supported by their family)

Your rights as a data subject:

As a resident and as a member of staff you have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing, and may also have the right to have your data transferred to another data controller.

You have the right to have any inaccurate information corrected. You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.



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You can ask to see what information we hold about you and have access to it. You can do this, by contacting:

The Manager
Heron House Residential Home Ltd.,
Heron Drive
Taunton
Somerset
TA1 5HA

Other questions about the data being processed may also be sent to the above address.