

Privacy statement for customers of Care at Home

Balkerne Gardens Trust is an Exempt Charity which owns and manages a Care at Home service, Sheltered Housing, a Residential Care Home (Freda Gunton Lodge) and a Nursing Home (Cheviot). It can be contacted at: Balkerne Gardens Trust, Parsley House, Colchester, Essex, CO1 1PR, [tel: 01206 543517](tel:01206543517) or email: admin@bgtrust.org.

This privacy statement explains how the Trust (the Data Controller) uses any personal information you have supplied when you become one of our customers.

What information we collect about you

You have supplied all of the information we collect about you as part of the application and assessment process and we update this regularly when you tell us things have changed. We keep information relating to what we need to do to care for you and details of your medical conditions. As well as this we keep a record of the care you have received. These records are kept to ensure you receive the care you need, which we have a contract to provide for you. We also keep details of your next of kin, on the basis that you have a legitimate interest in us knowing who we should contact on your behalf in an emergency and, in addition, some details relating to equal opportunities that the law asks us to monitor. We store these details in offices that are locked when they are not staffed and we will never use the details for any purpose other than that for which they were given. In addition, we keep a record of amounts payable and payments received from you in accordance with your contract.

What we do with your data

Paper data concerning customers is held in locked filing cabinets within offices that are locked when they are not staffed. Some data is held electronically. Electronic data is stored on password protected computers and backed up to servers hosted within the EEA. The suppliers used by the Trust use digital means to keep data secure and hold data for no longer than is consistent with Data Protection laws and the NHS guidelines for healthcare data. We share your data only with the people you have given us consent to share it with, mainly family and other health care professionals and also occasionally with the Care Quality Commission as required by law.

Staff are trained in data protection and no data is shared with anyone other than those mentioned above.

The Trust has a policy for disposal of personal data, which is available on request, and data will be deleted or securely destroyed in line with this policy. Personal data about customers is kept for a maximum of eight years as currently required by law.

Occasionally personal data may be used for internal audit. When this happens, the data is stored temporarily on a password protected computer and anonymised before the final report is issued.

Your rights

You have the right to know exactly what information we hold about you and how it is processed. You can also correct any information we hold that is not accurate. Please contact us at the address shown above if you want to do this. You may ask us to delete or not process your personal data and you do not have to give us a reason for this. Where the data is held on the basis of consent we will delete it straight away if asked; however, we may refuse to delete data if we are required by law or because of your contract to keep it. Where

we hold your personal data electronically you have the right to ask us to give it to you in a portable format; if you need your data to be sent to you in this way please let us know and we will send it to you.

If you want to complain about the way in which your data is handled, please let us know so we can resolve the problem. If you are not satisfied with our response you can contact the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, [tel: 0303 123113](tel:0303123113).