

Privacy statement for residents of Cheviot and Freda Gunton lodge

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 any personal information the Trust (the Data Controller) uses when you become one of our residents (or when an application is made but for any reason the process is not completed).

What information we collect about you

You have supplied most of the information we collect about you as part of the application and assessment process and we update this data regularly when you tell us things have changed. We also keep information relating to what we need to do to care for you and details of your medical conditions, some of which we receive from health professionals such as your doctor, the hospital, the Continuing Health Care Team or the district nurse and some from you yourself. 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. We store these details in locked cabinets and will never use them for any other purpose. In addition we keep a record of rent payable and payments received from you as part of your contract.

What we do with your data

Paper data concerning residents is held in locked filing cabinets. It may be necessary to transfer some data physically, particularly when it is collected initially or, at Cheviot, when it consists of prescriptions to take to the pharmacy. This is done by staff members, all of whom are mindful of the need to maintain data security. It is also sometimes necessary to send information by fax. When this is done it is because there is no practical alternative and every effort is made to ensure data is kept as safe as possible when using this means of communication. We share your information 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. 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. Staff are trained in data protection and no data is shared with anyone other than this.

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. The maximum length of time that we will keep your personal data is eight years and after this time it is collected and destroyed by a confidential waste contractor.

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 to keep it. We do not process most personal data automatically, so it would currently not be possible for us to provide data in a portable form.

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).