

VISITORS PRIVACY NOTICE

Introduction

In order to undertake our business we are required to process personal data about our staff, residents and their representatives and visitors. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to providing transparent information on why we need your personal data and what we do with it. This information is set out in this privacy notice. It will also explain your rights when it comes to your data. This is our Visitors Privacy Notice and relates to the processing of information from Visitors to our website who have requested that they be contacted with information about our services and visitors to the Home. Potential employees, staff, residents and their representatives should refer to our specific Staff Privacy Notice or Service User and Representatives Privacy Notice, both of which are available on the website or by contacting the Home.

Data Controller Information

A Data Controller determines the purposes and means of the processing of personal data. The Company, is the "Data Controller" and its contact details are:

Data Controller:	A.G.E. Nursing Homes Limited
Data Controller's Representative:	The Home Manager
Data Controller's Address:	The Angela Grace Care Centre, 4-5 Cheyne Walk, Northampton, NN1 5PT
Data Controller's Tel Number:	01604 633282

Data

So that we can provide a safe and professional service, we need to keep certain records about you and we need to have and advise you of the lawful basis for processing the data.

We may record the following types of data about you:

General data

- Your basic details and contact information e.g. your name, address, date of birth, mobile and home telephone numbers.
- We require this data so that we can contact you and to respond to requests for further information from you.
- When visiting the Home we require this information so that we can record who has entered and left the Home for fire safety and security purposes and in order to review the care provided to our residents.

By law, we need to have a lawful basis for processing your personal data. We process your data because:

- Processing is necessary in order to fulfil a contract that we have with you;

- Processing is necessary for compliance with a legal obligation to which we are subject (See attached links for details of legislation and guidance). and in order to comply with relevant and health and safety legislation
- Processing is necessary in order to protect your interests or the interests of another person;
- Processing is necessary for the performance of a task carried out in the public interest.
- Processing is necessary for the purposes of the legitimate interests us or by a third party

Special Category Data

We will not usually not record or process information about visitors that is classified as “special category”. However, it may be necessary to record some information to ensure that we can deliver our services to residents and ensure that they are safeguarded from harm. This may include:

- Health and social care data about you
- Criminal Record Data

By law, we need to have a lawful basis for processing your personal data.

We process your special category data because

- Processing is necessary for compliance with a legal obligation to which we are subject and in order to comply with relevant employment, and health and safety legislation
- Processing is necessary in order to protect your interests or the interests of another person;
- Processing is necessary for the performance of a task carried out in the public interest.
- Processing is necessary for the purposes of carrying our obligations and exercising both our and your specific rights prescribed under relevant employment, social security and social protection law.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

We may be required to share the data that we have with:

1. The resident or their representatives (s);
2. Third parties.

Third parties are organisations we have a legal reason to share your data with. These include:

- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to request that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for, subject to any statutory requirements to retain your data. (We retain our data in line with the requirements of our regulator, the Care Quality Commission and in accordance our retention policy (which can be reviewed in the office.)
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

If you make a request to exercise your rights set out above, you may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>