

Privacy Statement for Aspirations Care – People We Support

Why we process your personal data

Aspirations Care processes information about you to enable us to deliver health and social care to you. This means that we will only collect information about you that we need to know in order to provide our services. The information we collect about you may include your full name, address, contact information, next of kin or emergency contact information, information about your medical history, diagnosis, housing history, and historical and current support needs. What information we record will depend on your individual needs. We may also need to share information about you with other people or organisations involved in your care; for example, your GP, other medical professionals, your Social Worker, appointee or housing provider. This information is only ever shared when it is in your interests as a service user towards whom Aspirations Care has a duty of care. We take your privacy very seriously and will never disclose any of your personal information to anyone who does not also have a justifiable reason for using it. We will never sell or give your information to any third parties for marketing or profiling purposes, or for the purposes of any automatic profiling. We may also install the use of a CCTV, in the communal areas of your property or external grounds for the purpose of preventing and detecting crime, safeguarding adults at risk, vandalism and anti-social behaviour.

Your rights

You have the right to know which other organisations we share your information with and the reasons for doing so. A member of staff in your Aspirations Care service will be able to provide you with the details about other organisations with which we share your information. In some cases, Aspirations Care or another organisation may be authorised to act as your appointee (meaning that they support you with managing your money and benefits). This may involve us sharing your tenancy agreement, budget information, requisitions and bills, bank statements and benefit letters with your appointee. You have the right to ask us to keep the information we hold on you up-to-date. If any of your personal circumstances change, or you think we may be holding information on you that is incorrect, please notify a member of Aspirations Care staff in your service. If you wish to see a copy of the information that Aspirations Care records on you, you have the right to do so, and may submit a "Subject Access Request" form, which is available on request. In some cases we may share the images from CCTV with the police, for the purpose of preventing and detecting crime, safeguarding adults at risk, vandalism and anti-social behaviour.

How we protect your personal data

The information we keep on you is held securely whether it is held in paper or digital formats. Hard copies of personal information are stored in secure offices either onsite at your residence or in the local Aspirations Care office. Information that is held digitally is kept securely and can be accessed only by the Aspirations Care staff involved in your care. All online/cloud-based systems used for the processing of your personal data have been assessed to check that they are secure and fully compliant with data protection legislation. This includes the assessment of systems that transfer data outside of the UK for



storage purposes. Your personal data is held by Aspirations Care for as long as we provide a service to you, and for eight years after your support ends, at which point it is securely destroyed. Any use of CCTV is installed by a reputable company, the images are transmitted to a digital video recorder which is housed and locked in a secure space, the images are deleted after a maximum period of 28 days and in some cases less.

How to contact us

Aspirations Care Data Controller is Laura Davies Director of Quality & Training, whose contact details are as follows:

Corrinium House, Barnwood Point Business Park, Corinium Ave, Gloucester, GL4 3HX.

Phone: 01452 399190

Email: laura.davies@aspirationscare.com

You have the right to log a complaint with the Information Commissioner's Office (ICO) if you have any concerns about the way that Aspirations Care is using your personal information.

More information can be found at the ICO's website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

More information about how and why we process your information, as well as how we securely archive and later dispose of your information can be found in our group policies, Data Protection and Information Governance and Records Management and Archiving.

If you wish to see a copy of these policies, you can request them from a member of Aspirations Care staff service, by phoning 01452 399190 or emailing laura.davies@aspirationscare.com

If you would like to know more about how and why we process your personal data, and the measures we have in place to ensure that it is processed securely and protected please contact laura.davies@aspirationscare.com