

Culmside Support LLP Privacy Policy

Our contact details

Name: Culmside Support LLP
Address: Smithincott Farm, Uffculme, Cullompton, Devon, EX15 3DG
Phone Number: 01884 840415
E-mail: enquiries@culmsidesupport.co.uk
Website: www.culmsidesupport.co.uk

The type of personal information we collect

We may collect, process and store some or all of the following personal information depending on your relationship with Culmside Support LLP:

- Name
- Date of birth
- Gender/ Sexuality
- Address
- Email address
- Telephone number
- Religious/ Cultural/ Linguistic preferences
- Job title
- Payment information
- Information about your preferences and interests
- Health Information
- Banking Information
- Criminal background

How we get the personal information and why we have it

We may collect this information in a variety of ways. For example, data might be collected through referrals from the NHS or local authorities, from forms completed by you, your family or professionals; from correspondence with you; or through the initial assessments we make, care review and/or best interest meetings and/or other assessments. Data will be stored in a range of different places, including in your personal care notes, in our incident and accident report systems and in other IT systems (including our email system).

We need to process data to enter into our care contract with you and the public body that maybe funding your care. In some cases, we need to process data to ensure that we are complying with our legal obligations.

For example, to ensure we satisfy the contractual and regulatory obligations in providing the best and appropriate care to you.

Your data may also be obtained from the following third parties:

- Previous employer
- Disclosure and Barring Service

We will only obtain your personal information from the above third parties:

- To comply with legal requirements regarding the safe recruitment of staff

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may sometimes contract with the following third parties to supply services to you on our behalf. In some cases, those third parties may require access to some or all of your personal data we hold:

- Payroll and pension services
- Training organisations – to deliver staff training
- Other health & social care organisations – to be able to provide equipment and meet individuals' needs

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Claire Lewis enquiries@culmsidesupport.co.uk

(b) We have a legal obligation (Under the Care Act 2014)

(c) We have a vital interest (which will usually be a “life” or “death” situation)

(d) We have a legitimate interest in order to provide you with the best possible care which is personal to you

How we store your personal information

Your information is securely stored securely electronically and paper records. Only authorised person's have access to your information.

Your information may be shared internally with members of staff if access to the data is necessary for performance of their roles. We share your data with third parties in order to obtain care related information to help us to care for you in the best possible way. We also share your data with third parties that provide professional services such as pharmacists, doctors, social workers, community nurses, etc. We will not transfer your data to countries outside the European Economic Area.

We will not keep your personal information for any longer than is necessary and will be dependent on the reason(s) for which it was collected. We will then dispose your information securely.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquiries@culmsidesupport.co.uk or 01884 840415 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Culmside Support LLP enquiries@culmsidesupport.co.uk or 01884 840415

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>