

Customers - Notice of Personal Information Collection or Processing

How do we process your personal data?

Somerset Care complies with its obligations under the EU General Data Protection Regulation and the Data Protection Act 2018 by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; and by protecting personal data from loss, misuse, unauthorised access and disclosure.

We use your personal data for the following purposes:

- To initiate care or support
- To provide ongoing care or support
- To enable us to make/receive payments

There is further detail of how we process your personal information in our Approved Uses of Personal Data document which can be provided to you upon request.

Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with the third parties specified below:

- Those assigned to initiate and provide care or support
- Care Quality Commission (CQC), and other bodies such as Adult Safeguarding, for incidents/accidents/complaints regarding quality of care
- Health & Safety Executive (HSE) for the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)
- Insurance brokers in the case of legal investigations into incidents/accidents/complaints
- Paper file archiving companies that store our files
- Companies providing our IT solutions to help us manage care plans, schedule care staff, produce invoices, handle incidents, handle payments and deliver medication

We will never share your information with any third parties outside of the purposes above without first informing you and your information will only be shared within the EU wherever possible. If information is shared to third parties operating outside of the EU, and that country has not been deemed to provide an adequate level of protection for personal data by the European Commission, we will ensure that either suitable regulations and/or contracts are in place to give you and your data the same rights and protections as would be experienced within the EU. For example, we will only transfer data to third parties based in the US if they are part of the Privacy Shield, as this requires them to provide similar protection to personal data where shared between the EU and US.

Where no adequacy decision is currently in place for the country in question, it will be ensured that we use specific contracts approved by the European Commission which give data the same protections as it would receive if shared within the EU.

How long do we keep your personal data?

We only keep your personal data for the amount of time necessary to achieve the purpose for which it was collected. For the retention periods of specific types of personal information, please refer to our Rights of Access to Information Policy which can be provided to you upon request.

Further processing

If we wish to use your personal data for a new purpose not covered by this privacy notice, then we will provide you with a new notice explaining this before we use your data for the new purpose. Where necessary, we will seek your prior consent to the new processing.

Your rights in relation to your information

You have the right to object to certain processing of your information and to refuse/withdraw consent to information sharing with the specified parties above at any time. We will fully explain the possible consequences to you, which could affect our ability to provide care or other services to you.

Contacting us about your information

You can contact us about your information at any time by contacting the Registered Manager of your setting which provides you care, or the Company's Data Protection Officer.