



Residents Privacy Notice – How we use your information

Introduction

This Privacy Notice applies to all personal information collected by us and explains in detail the types of personal data we may collect about you when you become a beneficiary of the Liversage Trust. It also explains how we'll store and handle that data and keep it safe.

We know that there's a lot of information here, but we want you to be fully informed about your rights, and how Liversage Trust uses your data.

Who is responsible for my information?

Liversage Trust (the 'Data Controller'¹) is responsible for the collection, processing, storage and safe keeping of personal data and other information as part of our business activities. We manage personal information in accordance with the General Data Protection Regulation, and the Data Protection Act 2018.

Our approach to collecting, storing and using personal information

About the personal information we collect

The law on data protection sets out a number of different reasons for which an organisation may collect and process your personal data, including:

- performance of a contract with you or taking steps to enter into a contract (for example, your name and address is required to record your appointment as a beneficiary of the Liversage Trust)
- consent - in specific situations, we can collect and process your data with your consent (for example, you can tick a box to request that we undertake a regular home visit)
- legal compliance - if the law requires us to, we may need to collect and process your data (for example, we may need to share information about your health where disclosure is required to protect you or others from serious harm)
- legitimate interest - in specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running the charity and which does not materially impact your rights, freedom

¹ Registration No. ZA151381



Liversage Trust

For the people of Derby
Since 1529

T: 01332 348155
E: info@liversagetrust.org
www.liversagetrust.org

Liversage Trust, London Road,
Derby, DE1 2QW

or interests (for example, to protect residents, premises and assets from crime, we operate a CCTV system at Franchise Street / Drewry Lane estate)

As a customer of Liversage Trust, the information we may collect about you and others could include, but is not limited to ...

- Name
- Date of birth
- National Insurance number
- Address
- Contact details (phone/mobile/email)
- Communication preferences
- Next of kin
- GP information/Health workers
- Health data
- Gender
- Convictions, proceedings and criminal acts
- Photographs and CCTV images.

We will not collect information about you that we do not need and we will make sure that the personal information we collect is updated in a timely and accurate manner.

How we use your personal information

We use your information to respond to your enquiries, provide you with services and manage your relationship with us.

We provide accommodation and support services to older people. Almshouse residents live independently but can choose to benefit from a range of services, including regular home visits, a lifeline emergency alarm, and trips out. Services at Liversage Court are regulated by the Care Quality Commission and include accommodation with personal care.

We periodically review the personal information we hold about you. We ask almshouse residents to complete a form each year to update contact information and personal preferences. Residents at Liversage Court undertake a monthly review of their care plan. We will also make changes to any service or information-handling processes when the law or the Information Commissioner request such changes.

Recording telephone calls

We don't record any incoming or outgoing telephone calls.

How long will we keep your personal information?

We will keep the personal information you provide to us for the duration of your residency and up to 6 years after our services to you cease.



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It is important that you keep us informed of any changes to your information. You may ask us to either remove or correct inaccurate information at any time.

Visiting our website

When you visit our website, we collect standard internet log information for statistical purposes. In short ...

- We use cookies to collect information in an anonymous way, including the number of visitors to the site, and the pages they visited.
- We do not make any attempt to identify visitors to our website.
- When we collect personal information, for example using a form, we will explain what we intend to do with it.

Our websites contain links to various third-party websites. We are not responsible for the content or privacy practices of any external websites that are linked from our sites.

How we share your personal information

We will never share your personal information for direct marketing purposes.

Our legal obligations

We will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so.

We may also share your information with emergency services and local authorities, where this is necessary to help them respond to an emergency situation that affects you.

Sharing information with our contractors and suppliers

We sometimes share your personal data with trusted third parties. Examples of the kind of third parties we work with are:

- IT companies who support our website, database and other business systems.
- Derby City Council Carelink, who monitor the lifeline emergency alarms.
- Contractors that we employ to repair, maintain or improve your home, or carry out essential safety checks.
- Healthcare professionals who are involved in your care and welfare.

Where support services are provided on our behalf by a third party, such as monitoring of the lifeline emergency alarm, information is gathered and used and shared with the support provider to enable services to be tailored to meet your individual needs.



Here's the policy we apply to those organisations to keep your data safe and protect your privacy...

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

Keeping your information secure

We store personal information both electronically and in paper form. We implement security policies, processes and technical security solutions to protect the personal information we hold from:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss.

When you contact us, we may ask you to provide us with some information so that we can confirm your identity. If other people (such as family members, support workers, solicitors) act on your behalf, we will take steps to make sure that you have agreed for them to do so. This may include asking them to provide us with supporting information to indicate your consent. We do this to protect you and to make sure that other people cannot find things out about you that they are not entitled to know.

Employees and third parties who have access to, or are associated with, the processing of your personal information will be required to ensure compliance with the Data Protection Act 2018 and the General Data Protection Regulations, and make reasonable efforts to safeguard it.

Contacting us about your personal information

We will be transparent about what, why and how we collect, use and share your information. Please keep us informed if any of your information changes.

Finding out about the personal information we hold about you

The General Data Protection Regulation gives you a number of rights in relation to your personal information. You can find out about your rights, and get further guidance, on the Information Commissioner's Office website. But they include the rights to request:



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- access to the personal data we hold about you, free of charge in most cases. (This is called a subject access request, and must be made in writing to the General Manager, Liversage Trust, London Road, Derby DE1 2QW.)
 - the correction of your personal data when incorrect, out of date or incomplete.
 - the deletion of the data we hold about you, in specific circumstances; for example, when you withdraw consent and we have no legitimate overriding interest, or once the purpose for which we hold the data has come to an end.
 - that we stop processing your personal data, in specific circumstances; for example, when you have withdrawn consent, or object for reasons related to your individual circumstances.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data, such as ensuring your safety.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

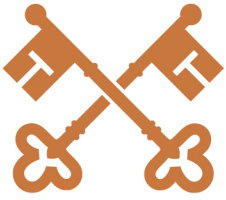
If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

Questions and complaints

If you are concerned about how we are collecting, using and/or sharing your personal information, you can contact our General Manager. You can also obtain more information on your rights and our obligations as a Data Controller by contacting the Information Commissioner's Office online: ico.org.uk or telephone: 0303 123 1113. You can also apply to the Court for compensation for distress and/or damages owing to non-compliance with the Data Protection Act. We keep our Privacy Notice under regular review. This notice was last updated in July 2018.

Declaration

Liversage Trust (the 'Data Controller') [Registration No. ZA151381] is responsible for the collection, processing, storage and safe keeping of personal data and other information as part of our business activities. We manage personal information in



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accordance with Data Protection Act 2018 and the General Data Protection Regulations.

By signing this declaration, you are stating the following:

- That you understand the contents of this Privacy Notice.
- That you agree to Liversage Trust processing your information in the ways outlined in this Privacy Notice.
- That you understand that we will only share your information with third parties and other health agencies to enable services to be tailored to your individual needs.

I,

hereby grant Liversage Trust to process my personal data for the purpose of customer administration.

Signed by First Applicant:

Date:

Signed by Joint Applicant:

Date:

If you are signing on behalf of someone who does not have the capacity to do so themselves, please complete below:

I,

grant Liversage Trust to process the applicants' personal data for the purpose of customer administration.

Signed by Appointee:

Date:

Relationship to Applicant:

Outline nature of your authority to sign on their behalf: