

Privacy Notice for Service Users

This privacy notice advises you what Rustington Convalescent Home ('the Home') do with the information collected about you. It is relevant to anyone who makes an enquiry about staying with us and to anyone who stays at the Home.

The General Data Protection Regulation states that the personal information we hold about you must be: -

- Used lawfully, fairly and in a transparent way.
- Is collected only for valid purposes that have been clearly explained to you and not used in any way that is incompatible with those purposes.
- Is relevant to the purposes we have informed you about and limited only to those purposes.
- Is accurate and kept up to date as much as is reasonably possible.
- Is retained only as long as necessary and solely for the purpose we have informed you of.
- Is kept securely.

Your Data

The Home collects information about you from the moment you make an enquiry about staying with us and using our services. This includes details received via e-mail, post and incoming telephone calls.

Making an Enquiry

At the time of making an enquiry, the detail we collect will include, but is not limited to, your name, address, contact telephone number(s), e-mail and your reason for wanting to stay at the Home (i.e. post-operative convalescent care or a respite break). If coming from hospital we will ask for details associated with your planned procedure.

We will use this detail for internal record keeping and in the event of you wishing to pursue a booking, the initial information shared with us will form the basis of our Booking Form.

If you have requested an information pack, we will use your name and address, and if provided e-mail details to send you this.

Call Monitoring

We record and monitor incoming telephone calls made to the Home via the number on our website. This is primarily for training and quality purposes. Personal data collected during such recording activities will be processed fairly and lawfully in accordance with the General Data Protection Regulation and Data Protection Act 2018. Any requests for call records should be made in writing to the Home Manager. Recordings are retained for 25 months after which time they are automatically deleted.

Making a Booking

Our booking process is based on our completion of a Service User Booking Form.

- The detail recorded includes but is not limited to additional contact details to those already compiled (e.g., e-mail), date of birth, GP name, dietary requirements, allergies, mobility, person responsible for paying for you staying at the Home and next of kin.
- If you are joining us from hospital, detail regarding your procedure will be required (e.g., hospital, ward, surgery date).

Bookings are secured by payment of a non-refundable deposit. If you chose to pay this over the telephone via a debit or credit card, we will ask for the card number, expiry date and security code. Financial details are not included in any of our telephone recordings. Although card details are not written down, the Home does retain the Merchant Copy of the transaction slip. This detail is kept in a locked cabinet in an office that is locked when unmanned.

The Home uses an access database system to assist with the day-to-day management of bookings and for accounting purposes.

- The Home hosts an on-site server for storing information associated with bookings.
- External information technology experts backing up and supporting the Home with these systems are GDPR compliant.
- The information held on these systems remains the responsibility of the Home.

Medical Detail

Issuing the Medical Admission Registration Forms is part of the booking process.

- These forms enable us to collate detail that ensures you receive the appropriate level of care whilst staying in the Home.
- The completed forms are used by our Registered Nurse who admits you to the Home and facilitates creation of your Care Plan.

Information compiled during your stay is kept within the Nurses' office in a locked cabinet.

- This detail is transferred to our record store in the basement of the building where all Service User records are kept in accordance with UK legislation.

Ordinarily, medical details will only be shared with professionals outside of the home with your prior consent. However, in the event of a health emergency during your stay, other relevant organisations may be provided information held by us.

Mailings

The Home appoints a third party to provide services such as issuing our periodic Newsletter which is distributed to all who have stayed at the Home.

These service providers cannot do anything with your personal information without our prior instruction to undertake a particular activity. They will not share your personal information with any organisation apart from us.

- When we are preparing to send a Newsletter or a similar mailing, our appointed third-party will use approved services / registers to validate the names and addresses of Service Users prior to distribution of the mailing.
 - Examples of such databases include the National Deceased Register, the National Change of Address Suppress service and the National Change of Address register.
- The personal detail shared on these occasions is currently limited to name and address only.

Anyone new to the Home, who has paid a deposit to secure a future booking will also be included in the distribution of any such mailings.

In addition, anyone who has made an enquiry may also receive periodic updates from the Home.

Anyone not wishing to receive these publications can opt out by informing the Home who will update its records to remove them from the mailing list.

Staying Up to Date

We endeavour to keep your personal information accurate and up to date. If there are any inaccuracies or any changes to your details, please e-mail info@rustcon.co.uk.

Rights of Access

You have the right to ask for details of the information that the Home holds about you and you can request for the detail to be deleted.

- Our GDPR Accessing Personal Data Policy and Procedure details how to request to receive a copy of the information we have.
- If you believe we are not processing your data in accordance with the law, in the first instance please contact the Home Manager.
- If you are not happy with our response you can contact the Information Commissioner's Office (ICO) - please see www.ico.org.uk.