



MILKWOOD  
CARE LIMITED

# PRIVACY NOTICE

This notice explains how Milkwood Care Group uses the personal information that you provide or we have about you, for example, from face-to-face chats, by email, phone, online forms and by using any of our services.

## WHAT WE PROCESS

We process personal data about enquirers, residents and individuals we support before, during and after their contact with us to support our business interests, which include:

- Providing services to our enquirers, residents and individuals we support recording what services we have provided;
- Managing the health, welfare, safety and security of our residents and individuals we support;
- Handling enquiries, complaints and investigations;
- Monitoring and improving the quality of our services;
- Researching and understanding market needs to improve our marketing effectiveness;
- Working with our partners such as recruiting sites and providers to improve the quality of their services.

We also process personal data about job applicants, current and former employees, service providers, and other groups of individuals in the course of our business operations, and this data is subject to our internal privacy policies.

## PERSONAL DATA YOU PROVIDE TO US

We collect personal data you provide to us when you enquire, work in or use any of our services, for example:

- **Enquiry:**

Personal details (name, gender, age etc.), contact information (home address, phone number, email address etc.), details of your interests and communications preferences;

- **Service Users:**

Personal details, contact information, financial details, relative, or next of kin, care needs;

- **Complaints:**

Personal details, contact information, enquiry or complaint details;

- **Health & Welfare:**

Medical, dietary and mobility details provided to us before, during or after any stay with us in one of our services;

- **Surveys & Market Research:**

Responses to post-enquirer surveys and market research surveys.

- **Job Applications:**

Responses to Job applications, including contact details, CV's and other personal information provided.

## WHO WE SHARE YOUR INFORMATION WITH

We may share your information with:

- A sponsor to organise payment of fees, where you are a resident in one of our services.
- Where you are a resident in one of our services, your next of kin or named family member.
- Any person that you have appointed to act on your behalf pursuant to a valid Power of Attorney, where you are a resident in one of our services.
- Health care providers in the case of an emergency or the provision of care.
- Organisations and consultants providing contracted services to us (for example, information technology service providers who provide and maintain our systems and our website hosting). Where these companies and consultants do provide services to us, will only use your information in compliance with the GDPR (UK Data Protection act 2018).
- A third-party company, for example when providing a reference for a former employee. Or about a resident if they transfer to another service provider. This transfer of data would only take place with strict compliancy criteria, and permissions where required.
- The courts or law enforcement agencies in the United Kingdom or abroad as necessary to comply with a legal requirement, for the administration of justice, to protect vital interests and to protect the security or integrity of our business operations.

## WHERE WE STORE YOUR INFORMATION

We only store your information on servers located within the European Economic Area (EEA) and any third parties that we share your data with are also required to be located within the EEA. These servers are fully protected and encrypted.



## **RETENTION OF YOUR INFORMATION PRIOR TO SECURE DESTRUCTION**

### **Residents**

- If you participate in any pre-admission assessment but do not go on to become a resident within Milkwood Care, we will keep your information for only for as long is necessary to enable us to be compliant with our legal obligations.
- If you become a resident at Milkwood Care, we keep your information only for as long as you continue to be a resident, then for a maximum of 7 years to meet our legal obligations.

### **Job Applicants**

- If unsuccessful in your application your CV and Personal details will be securely deleted after 6 months, unless you give us permission to keep your data longer. If successfully engaged as an employee, we will retain you staff file for a period of 7 years after which it will be securely destroyed.

## YOUR RIGHTS

You have enhanced rights under the new act in respect of the information we hold subject to some exemptions.

Please note that the way we process your information and the legal basis on which we rely on to process it affects the extent to which these rights apply.

### These rights are the:

- Right to **be informed** about the processing of your information (this is what this notice sets out to do);
- Right to have your information **corrected if it's inaccurate** and to have **incomplete information completed**;
- Right to **object to processing** of your information;
- Right to **withdraw your consent** at any time where we rely on it to process your information;
- Right to **restrict processing** of your information;
- Right to have your information **erased**;
- Right to **request access** to your information and information about how we process it;
- Right to **move, copy or transfer** your information where it is processed electronically under contract or with your consent; and
- Rights under **automated decision making**, including profiling.

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If you would like to discuss or exercise any of these rights, please contact the Milkwood Care Operations Director at [grantdouglas@milkwoodcare.co.uk](mailto:grantdouglas@milkwoodcare.co.uk) or by calling **01730 233993**

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You have the right to lodge a complaint with the Information Commissioner's Office where your information has or is being used in a way that you believe does not comply with data protection law. You can contact the Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk) or by calling 0303 123 1113. We would encourage you to contact us before making any complaint as we will seek to resolve any issues or concerns you may have.

