

Te Hira Care Home Ltd Privacy Policy

Our contact details

Name: Te Hira Care Home Ltd

Address: Moultrie Road, Rugby, CV21 3BD

Phone Number: 01788 561 521

E-mail: Martine@tehira.care

Date: 20 June 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal and medical information about our residents, our employees and contractors.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- In order to care successfully for our residents, we need their personal and medical information. For the purpose of keeping our residents safe we also keep personal information on our employees, volunteers and contractors.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Hospitals, doctors, any other medical settings and family members.

We use the information that you have given us in order to care for the residents and keep them safe.

We may share this information with power of attorneys and medical professionals for the sole purpose to give the best care to the resident.

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 Martine Verweij**
- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**

How we store your personal information

Your information is securely stored 23 Moultrie Road, Rugby, CV21 3BD and in the cloud on servers that are based in the UK.

We keep personal and medical information for 7 years. We will then dispose this information by deleting out of the cloud and any paperwork will be shredded.

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 Te Hira Care Home, 23 Moultrie Road, Rugby, CV21 3BD or email Martine@tehira.care 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 Te Hira Care Home, 23 Moultrie Road, Rugby, CV21 3BD or email Martine@tehira.care

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>