



Ribble Care Limited

PRIVACY STATEMENT AND CONSENT FORM

The Data Protection Controller and Information Governance Lead for Ribble Care Limited is Suzie Lloyd

Suzie Lloyd can be contacted on 01729 822511 or 07739 890802 and suzie.ribboncare@gmail.com

Ribble Care Limited operates an 'Opt-in' procedure, therefore, to allow us to use your personal information we need your informed Consent.

The Purpose

The purpose of this Privacy Policy is:

- to assure you that we recognise and fully respect the privacy and personal data of the Client
- to explain what personal information we collect from the Client
- to explain how we ensure its best protection.

In order to provide an effective service to all our clients we have to obtain, process and store personal information about all our service users. This document details how we will treat your personal details.

- **What is personal Information**

Personal information is information that relates to a living individual and allows that individual to be identified. Certain types of data is categorised as 'sensitive personal data' and includes information that relates to Age, Disability, Sex, Sexual Orientation, Gender, Gender Reassignment, Ethnic origin, Religious beliefs, Physical or Mental Health and the personal details we hold about you.

The Principles

1 Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

(a) at least one of the conditions in Schedule 2 is met,

And,



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(b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.

2 Personal data will be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

3 Personal data will be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

4 Personal data will be accurate and, where necessary, kept up to date.

5 Personal data processed for any purpose or purposes will not be kept for longer than is necessary for that purpose or those purposes.

6 Personal data will be processed in accordance with the rights of data subjects under this Act

7 Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

8 Personal data will not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

- **How do we collect information?**

You provide us with a lot of your personal information including sensitive information during the care planning process.

We will only request personal information that is necessary for us to provide the support you need. You do have the right to refuse to give any information if you think the request is inappropriate.

We may also gain personal information from any other agencies you have dealt with. Examples of those with whom Ribble Care Limited gains and shares your information include Social Services, Local Authorities, Doctors, Surgeries, Legal Authorities, Police, Hospitals, Health Professionals in Auxiliary Services, District Nurses, Pharmacies, NHS Bodies, Government Bodies and staff of Ribble Care Limited.

- **In what ways do we use your personal information?**

The purposes for which we use your personal information are:

- ✓ To allow us to assess your care needs
- ✓ To manage your care
- ✓ To conduct some surveys to allow us to improve our services
- ✓ To allow us to comply with our Legal and Statutory obligations



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What obligations do we have regarding your personal information?

- ✓ We must have legitimate grounds for collecting and using the personal data
- ✓ We must not use the data in ways that have unjustified adverse effects on the individuals concerned
- ✓ We must be transparent about how we intend to use the data
- ✓ We must handle people's personal data only in ways they would reasonably expect
- ✓ We must ensure we do not use the share, or store, the data unlawfully

- **To whom may we disclose your personal information?**

There are occasions when we will be legally or contractually obliged to share information about you. This will only happen however, if disclosure will protect you from harm, protect others from harm or prevent a crime being committed. Examples of Information sharing include Social Services, Local Authorities, Doctors, Surgeries, Legal Authorities, Police, Hospitals, Health Professionals in Auxiliary Services, District Nurses, Pharmacies, NHS Bodies, Government Bodies and staff of Ribble Care Limited.

- **Storing your personal information**

We are committed to protecting your personal information. This is all stored securely in lockable cabinets behind locked doors in our offices; with access restricted to managers and staff who require the information on a 'Need to Know Basis'.

- **Ensuring the accuracy of your personal information**

We are committed to keeping your personal details accurate. Please inform us of any relevant changes in personal information you feel we should know about.

- **Access to your records**

You may ask to have access to your personal details. Please put your request in writing to Ribble Care Ltd, Unit Units A4 & A5, Kirkgate Depot, Settle, North Yorkshire, BD24 9BP.

Please inform Ribble Care Limited if there is someone with whom you do not wish your personal information to be shared,



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however,

although Clients have the right to request that their information is not shared among those Agencies, or persons mentioned herein, it may not always be possible for the request to be granted.