



The Apuldram Centre Service User Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

1. Contact details

Post: The Apuldram Centre, Common Farm, Appledram Lane South, Chichester, West Sussex, PO20 7PE.

Telephone: 01243 783 370

Email: info@apuldram.org

2. What information we collect, use, and why

We collect or use the following information to provide our services:

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- NHS/HSC/CHI number
- National Insurance number
- Next of Kin details including any support networks
- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Insurance policy details
- Records of meetings and decisions
- Information about income and financial needs for funding or personal budget support

We also collect the following information to provide patient care, services, pharmaceutical products and other goods:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information

- Sex life information
- Sexual orientation information

We collect or use the following information for safeguarding or public protection reasons:

- Name, address and contact details
- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Relevant information from previous investigations
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Records of meetings and decisions

We also collect the following information for safeguarding or public protection reasons:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Health and safety information
- Financial information
- Insurance details
- Safeguarding information
- Criminal offence data

We also collect the following information to comply with legal requirements:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following personal information for recruitment purposes:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth

- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect the following information for recruitment purposes:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following personal information for information updates, marketing or market research purposes:

- Names and contact details
- Address
- Marketing preferences
- Records of consent, where appropriate
- Information relating to the national data opt-out

We also collect the following information for information updates, marketing or market research purposes:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Payment details
- Purchase or service history
- Video recordings of public areas
- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Witness statements and contact details
- Relevant information from previous investigations

- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect the following information for dealing with queries, complaints or claims:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sex life information
- Sexual orientation information

3. Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **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.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information to provide our services, for safeguarding or public protection reasons, to comply with legal requirements, for recruitment purposes, for information updates, marketing or market research purposes and for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interest:
 - To provide a high level of care and support
 - To safeguard those that we support
 - To ensure those we recruit people to ensure safe service provision
 - To share updates on services funded by the government.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

4. Where we get personal information from

The sources that we gain your personal information are:

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- CCTV footage or other recordings
- Councils and other public sector organisations
- Relevant regulatory authorities
- Previous employers

5. How long we keep information

We have a [Document Retention Policy](#). This indicates how long we retain your information.

6. Who we share information with

We give trusted external organisations access to your information in order to be able to provide our services. These are known as Data Processors. These are:

- Log My Care - this data processor provides our Care Management System that stores risk assessments, support plans and other vital information
- Chalkwood IT – this data processor is our IT service provider who oversee all IT activity for the organisation

Others we share personal information with:

- Other health providers (e.g. GPs and consultants)
- Insurance companies, brokers and other intermediaries
- Other charities and voluntary organisations
- Other care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Local authorities or councils
- Relevant regulatory authorities
- External auditors or inspectors
- Publicly on our website, social media or other marketing and information media if consent given

7. Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses).
- we have a legal requirement (including court orders) to collect, share or use the data
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime).
- the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied

8. National data opt-out

The Apuldram Centre reviews all of our data processing on an annual basis to assess if the national data opt-out applies. This is recorded in our Record of Processing Activities. All new processing is assessed to see if the national data opt-out applies.

If any data processing falls within scope of the National Data Opt-Out, we use MESH to check if any of our service users have opted out of their data being used for this purpose.

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. We review all of the confidential service user information we process on an annual basis to see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose. You can find out more information at

<https://www.nhs.uk/your-nhs-data-matters>

9. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

10. Acknowledgment of Understanding



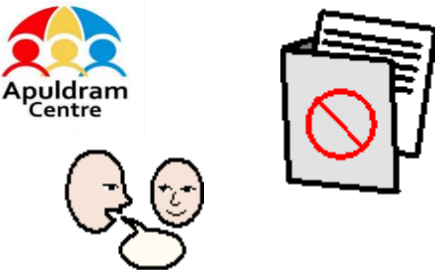

By signing this document, you consent to the storage and sharing of your data in accordance with the Apuldram Centre's Service User Privacy Notice, which outlines how we handle and protect your information.

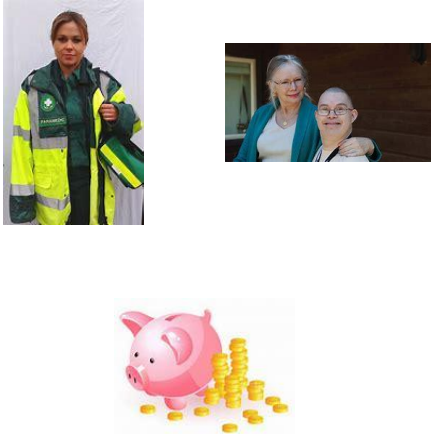

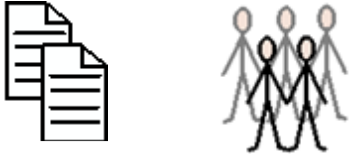

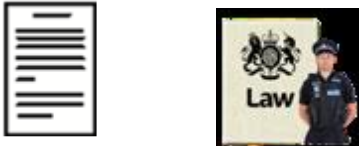
Signature of the Person Receiving Care (or their Legal Representative):




Signature	
Date	

The Apuldram Centre Easy Read Service User Privacy Notice

We need to tell you what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your relationship with us and after it ends. We are required to notify you of this information under Data Protection legislation. Please ensure that you read this Privacy Notice, as well as the Privacy Notice on our website and any other similar notice we may provide to you from time to time when we collect or process personal information about you. For more information speak to office staff or telephone 01243 783370.

	<p>Personal data is information about someone who is alive.</p>
	<p>The government has made a law to protect information about you.</p> <ul style="list-style-type: none"> • GDPR • Data Protection
	<p>This means that staff working for The Apuldram Centre who have information about you will have to keep this information private.</p>
	<p>This information might include your:</p> <ul style="list-style-type: none"> • name • address • phone number • date of birth • weight and height • phone number

	<p>Other information may include:</p> <ul style="list-style-type: none"> • health problems, treatments you receive, medication you take and vaccinations you've had. • information about you and your family and who you live with • what is important to you • things you like doing and activities you do • how much money you have • your care and support needs • food you like to eat or foods that make you ill
	<p>We need to keep information about the support you have had and who has helped or worked with you.</p>
	<p>This information can be seen by other The Apuldrum Centre staff who may be supporting you at home, at the centre or in the community.</p>
	<p>The Apuldrum Centre may share information about you with other services including:</p> <ul style="list-style-type: none"> • Doctors • Hospitals • Ambulance services • Social workers • CQC inspectors • Local councils • Police men and women • Voluntary services • Parents, carers or advocates <p>We will not share any information for planning or research purposes</p>
	<p>Sometimes we will have to share information about you if there is a law that tells us to.</p>

	<p>We must not keep information about you longer than is needed</p>
	<p>We make sure that all information about you is secure</p>
	<p>We make sure that our computers do not let anyone see information about you unless they are the staff that are helping you.</p>