



PRIVACY NOTICE - TRICURO CLIENTS

Tricuro is a local trading company, wholly owned by Dorset Council and Bournemouth, Christchurch and Poole Council. We provide care and support services to adults, their families and carers. Our services include care at home; day services; care and nursing homes and carers services.

Tricuro is registered as a data controller with the Information Commissioner's Office (the ICO).

This privacy notice describes how Tricuro collects, uses, retains and shares personal information we hold. (This is known as 'processing' your information). It forms the basis of our commitment that we will protect your personal information and will process it appropriately, fairly and lawfully. Our lawful basis for processing your information is that you or your nominated representative have given consent for it to be used so we can provide your care and support.

Why we collect and hold personal information

We ask for and collect personal information about you so we can ensure we provide appropriate care and support services which will meet your needs; to make sure we meet our legal duties and responsibilities; and to help our staff to deliver the best possible quality of care for you. We will only collect information which is proportionate to the service we provide and will strive to ensure it is accurate and up to date.

Who we may collect information from

As well as information which you, your family or your carers may give us, we may receive information from health professionals (for example, hospital departments, GPs, district nurses) and from other organisations or agencies who may be providing care and support to you.

How we use the information

We use this information in a variety of ways:

- To help understand your needs and to make and inform decisions about your care and support to make sure it continues to meet your needs
- To liaise with other organisations or agencies who may be providing care and support to you, to ensure we provide the care that best meets your needs
- To investigate any complaint you may make
- For audit and reporting purposes: this may include sharing data with the local council or the Care Quality Commission who may wish to follow up the quality of the care and support you have received
- To prepare statistics that may be required by public bodies such as your local council or Public Health Dorset. Any information for this purpose is anonymised.

Who we may share information with/disclose information to

We will seek your consent to share information about you with organisations or agencies who are involved with your care and support, to help ensure you receive the best services possible. We will only share information which directly relates to your care and support and will not share more information than we need to.

Only in exceptional circumstances, such as where we believe that failing to do so would put you or someone else at risk, will we share information without your explicit consent. We will also share information with your family/carers if you agree we may do so.

Attached to this privacy notice is a Consent Form which lists the people, organisations and agencies we may share your information with. You will be asked to give your consent to each one



listed, and you have the right to refuse your consent for any one of them if you wish.

We will retain your completed consent form and will only share information with those you have consented, on the basis that you understand that if you do not agree to information being shared with other organisations that may affect the care and support you will receive or the quality of the service we can provide.

We will never share your information with third parties for marketing purposes.

Storing and retaining your information

We will strive to ensure any information held is up to date and accurate. The information we hold is stored securely and in accordance with the General Data Protection Regulations 2018. Information will be held in secure paper and electronic formats, which will be accessible and restricted to those who need to know the information.

We will retain your records and personal information for a period of 8 years following your last contact with us, when it will be securely destroyed or deleted.

Confidentiality

All Tricuro staff are aware of and contractually bound to comply with the General Data Protection Regulations 2018 and Tricuro's Code of Conduct, and they know and understand the importance of maintaining and protecting the confidentiality of our clients.

Your rights

Under the General Data Protection Regulations 2018 you have the right to request access to your information. This is known as a subject access request. If you would like to find out how you can access the information we hold on you, please contact the manager of the service providing your care in the first instance. Alternatively, please see the contact information below

You also have the right to have out of date or inaccurate data corrected; to request your data is deleted upon last contact prior to the retention period stated above if you feel it is not justified for us to keep it; and to restrict the processing of and withdraw the sharing of your information. Any restriction or withdrawing your consent to share your information may affect the quality of the care and support you receive, and we will explain the consequences and possible impact of this if you make any request.

Complaints

If you have any concerns or complaints about how we collect, use, hold or share your personal information, you should contact us without delay. Please see the contact information below.

If you are not satisfied with our response to your complaint, you can contact the Information Commissioner's Office. Their address is Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113. Further details are available on their website at www.ico.org.uk.

Contact for further information

The manager of the service providing your care and support will be able to answer any questions you may have on this privacy notice and the use of your personal information.

Alternatively, you may contact the Tricuro Head Office at:

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU. Telephone 01202 797888
Email: enquiries@tricuro.co.uk