

Privacy Notice – Client Representatives

What do we mean by ‘Client Representatives’?

Representatives may be named family members; next of kin; carers; significant others (for example friends, neighbours, or others in a client’s ‘circle of support’), people holding Power of Attorney or legal representatives of Tricuro clients, for whom personal contact details are held on a client’s file.

Tricuro is a local authority trading company, Bournemouth, Christchurch, and Poole Council. We provide care and support services to adults, their families, and carers. Our services include care at home, reablement, 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 your personal information. (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 of ‘legitimate interests’. This means we are using your information in ways you would reasonably expect us to in your role as representative to the client, as described below.

What personal information do we collect?

We collect contact information, which includes your name, address, telephone number/s and email address. We also record your relationship with the client.

Why do we collect and hold personal information about you, and how do we use it?

We ask for and collect information about you so we can contact you when appropriate to discuss the client’s care and support or if we have any concerns about the client.

We will only collect information that you or the client gives us. We will only ask for information which is proportionate for the purpose it is required for, and we will strive to ensure it is accurate and up to date.

We will only share your information if there is an emergency relating to the client, and only to the services involved in the emergency, for example the ambulance service,

police, or a GP. This will ensure they are able to contact you direct should they need to do so, to keep you informed of the client's situation and to seek information from you if necessary.

We may also share your information if there is a safeguarding concern about the client, when it will be shared with the local authority investigating any concern.

We may contact you from time to time about the service your loved one benefits from, other Tricuro services or as part of marketing campaigns with regards to care and support that Tricuro offer. We do not share your details with 3rd party marketing providers.

How do we store and retain 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 information with the client's records for a period of 8 years following the last contact with the client, at which time it will be securely destroyed or deleted.

The exception to the 8-year retention period is if you are the representative of a client whose primary diagnosis is that of a mental health condition or illness, in which case your information will be retained with that of the client for 20 years, as designated under the Mental Health Act 1983 (incl. amendments up to 2022).

How do we ensure confidentiality?

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

What are your rights?

Under the General Data Protection Regulations, you have the right to request access to your information. This is known as a subject access request, or SAR. 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 the client's 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 with the client prior to the end of retention period if you feel it is not justified for us to keep it; and to restrict the processing of your information at any time. Any restriction to sharing your information may affect whether you are contacted if there is an emergency for the client. We will explain the consequences and possible impact of this if you make any request.

What if I have a query, complaint or would like more information?

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

The manager of the service providing the client's 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 Tricuro's Head Office at:

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU.

Telephone: 01202 797888

Email: enquiries@tricuro.org

If you are not satisfied with our response to a complaint, you can contact the Information Commissioner's Office:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113.

Website: www.ico.org.uk