

## Privacy Notice – Clients and Residents

### **Who are we and what does this privacy notice cover?**

Tricuro is a local authority trading company, wholly owned by 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 do 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 do we 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 do we use this 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 or query you may have.

- 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 authority. Any information for this purpose is anonymised.

### **Who do we share information with or 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.

Your service will encourage you to read, understand and sign 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. If you cannot read or understand the consent form or this privacy notice, a best interest decision may be made for you by a legal representative.

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 may contact you from time to time about the service provided to you, other Tricuro services you may benefit from or as part of marketing campaigns with regards to care and support that Tricuro offer more widely. We do not share your details with 3<sup>rd</sup> 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 records and personal information for a period of 8 years following your last contact with us, when it will be securely destroyed or deleted.

If your primary diagnosis is that of a mental health condition or illness, we will retain your records and personal information for a period of 20 years following your last contact with us, when it will be securely destroyed or deleted. This is in accordance with the Mental Health Act 1983 (and subsequent amendments 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 your care in the first instance. Alternatively, please see the contact information below for our Business Support Team.

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.

## **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 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 Tricuro's Head Office at:

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

Telephone: 01202 797888

Email: [enquiries@tricuro.org](mailto: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](http://www.ico.org.uk)