



**Little Sisters
of the Poor**
HOSPITALITY AT HEART

PRIVACY NOTICE – RESIDENTS UNITED KINGDOM

In accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, this Notice sets out what information Little Sisters of the Poor (LSP) holds on residents, their families or those with power or attorney. It explains how we use that information, how it is protected and the rights of those whose information we hold.

Who we are and Contact Details

The Little Sisters of the poor is the Data Controller for the personal information that we process. The Little Sisters of the Poor care for the elderly poor in the spirit of humble service which we have received from Jeanne Jugan. The Little Sisters of the Poor have the following registered addresses.

England Registered Charity Number: 234434

Provincial Residence
Little Sisters of the Poor
St. Peters Residence
2A Meadow Road
South Lambeth
London
SW8 1QH



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Scotland (Glasgow) Scottish Charity Number: SC1047370

St Joseph's
Little Sisters of the Poor
14 Cumnock Road
Glasgow
G33 1QT

Scotland (Greenock) Scottish Charity Number: SC1047397

Holy Rosary
Little Sisters of the Poor
44 Union Street
Greenock
PA16 8DP

If you have any questions, wish to make a data protection complaint, or you wish to exercise your rights, please contact our Data Protection Officer, using the details below.

Email (England): DPO@LSPLONDON.CO.UK

Email (Scotland): DPO@LSPSCOTLAND.COM

Post: Data Protection Officer
Little Sisters of the Poor
St. Peters Residence
2A Meadow Road
South Lambeth
London SW8 1QH

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Version: 4.0
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Residents

What data do we have

So that we can provide a safe and personalised care service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation, Bio-Metric information or religion in order to provide you the holistic and individualised care, you can ask is not to record some of these if you wish.

Why do we have this data

We need this data so that we can provide high-quality care and support. By law, we need to have a lawful basis for processing your personal data. We process your data because:

- We have a legal obligation to do so
- Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract, such as when you apply to become a resident.



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- Recognised Legitimate Interests: The Little Sisters of the Poor have recognised legitimate interests in processing personal data for the purpose of crime prevention, safeguarding, emergencies.

This is our Lawful Basis for Processing.

We process your special category data because in addition to the lawful basis we also have the following exemption (article 9) justification(s).

- Processing is necessary for the purposes of, the provision of health or social care or treatment or the management of health or social care systems and pursuant to contract with a health professional
- Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of social security and social protection law (Safeguarding)
- We are required to provide data to our regulators

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

Where to we obtain your data

As part of the application process, preadmission, and admission process you may be proving your information yourself as well as allowing us to receive information from those involved in your care and support such as:

1. You or your legal representative(s);
2. Third parties such as GP, Other health & social care providers
3. Local Authorities
4. Funding Authorities
5. Your family and friends – with your permission



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Who we Share your data with

So that we can provide you with high quality care and support we need to be able to share information relating to your care and support with:

1. You or your legal representative(s);
2. Third parties such as GP, Other health & social care providers
3. Local Authorities
4. Funding Authorities
5. Your family and friends – with your permission
6. Organisations we have a legal obligation to share information with
i.e. Care Quality Commission, Care Inspectorate;
7. The police or other law enforcement agencies if we must by law or court order.
8. Payment processors – to enable us to process your care payments.
We use consistent third parties who act as data processors on our behalf to provide specific services.

We do this face to face, via phone, via email, via post, via application forms, via digital transfer. The Little Sisters of the Poor store data within the UK and European Economic Area.

Friends and Relatives of Residents

What data do we have

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address, telephone number, email address.
- Your payment details for the payment of fees.
- Information that has been shared about you that is important to the resident.



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Why do we have this data

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding this information as long as you are a friend or relative of a resident and this information is needed to provide holistic support.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

If you do not wish information to be held then please inform us and this can be recorded in the resident's documentation.

Where do we get this data

So that we can provide high quality care and support we need specific data. This is collected from:

1. Yourself directly
2. The residents themselves
3. Others involved in the care and support of the resident.

Who we Share this information with

So that we can provide you with high quality care and support we need to be able to share information relating to your care and support with:

1. You or your legal representative(s);
2. Third parties such as GP, Other health & social care providers
3. Local Authorities
4. Funding Authorities
5. Your family and friends – with your permission

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6. Organisations we have a legal obligation to share information with
i.e. Care Quality Commission, Care Inspectorate;
7. The police or other law enforcement agencies if we have to by law or
court order.
8. Payment processors – to enable us to process your care payments.
We use consistent third parties who act as data processors on our
behalf to provide specific services.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps delete or insert as appropriate all of the methods you use to communicate with your service users.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

Information Security

The Little Sisters of the Poor have in place organisational and technical measures to provide security to your information. This includes restricted access to your personal information to those Sisters, Staff and Volunteers whose role requires them to process your information to provide you with care and support.

How Long is your information kept

The Little Sisters of the Poor only keep your personal information for as long as it is necessary to fulfil the purpose it was collected for, including



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satisfaction of legal requirements. For care records this is currently 8 years after the date you leave the organisation.

Your rights

Under Data Protection Legislation you have the following rights

1. You have the right to be informed about how and why your data is being used (Covered by this Privacy Notice)
2. The right to access the personal information we hold about you and obtain a copy of that information.
3. You have the right to rectification; ask us to correct any data we have which you believe to be inaccurate or incomplete by informing our Data Protection Officer.
4. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for.
5. You may also request that we restrict processing if we no longer require your personal data for the purpose, we originally collected it for, but you do not wish for it to be erased.
6. You have the right to data portability; you can request the personal information provided by yourself be exported in a universal format so it can be imported into another system
7. You have the right to object. If we are processing your data as part of our legitimate interests as an organisation or to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we investigate your objection – please contact us to do so.
8. You have the right not to be subject to automated decision-making including profiling.

To exercise any of these rights please contact The Data Protection Officer for The Little Sisters of the Poor (Contact details in Contact Details and Who We Are and Contact Details Section)

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You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

Shared Care Records

Shared Care Records are records of your care information that allows for different health and care providers to have access to up to date health and care information. These records are maintained by GP's and the NHS.

Information will only be uploaded into your shared record, where one exists, to allow for you to access health and care.

You may wish to object to having this care record, but this may impact on the ability of care providers to access up to date information, such as if an ambulance crew needed your most up to date medications.

Speak with staff within your home about your shared care records, and the benefits of maintaining them.

National Data Opt-Out (England)

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 patient 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/>



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Raising a Complaint

If you would like to make a complaint about how we have dealt with your request(s), or how we use your information, please contact:

Greg Mintern

Data Protection Officer

Email (England): DPO@LSPLONDON.CO.UK

Email (Scotland): DPO@LSPSCOTLAND.COM

Post: Provincial Residence
Little Sisters of the Poor
St. Peters Residence
2A Meadow Road
South Lambeth
London SW8 1QH

If you are not satisfied with our response to your complaint, you are able to raise the issue and complain to our regulator, The Information Commissioner's Office (ICO), they can be contacted in the following ways:

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

Online: <https://ico.org.uk/global/contact-us/>