 **Policy Name – Privacy Notice**

**Policy Number – CCC0011**

(*Our Policies and Procedures are designed to ensure appropriate and safe support.)*

Please read this Privacy Notice carefully as it clarifies how Compass Community Care complies with the General Data Protection Policy (GDPR).

Introduction

Compass is committed to the legislative responsibilities under GDPR; therefore, it is necessary for us to collect relevant personal information to enable us to deliver your care and support.

Compass have a legal responsibility to implement the following:

* To collect pertinent information only and for valid reasons; we will inform and explain these to you
* To ensure all information will be continually updated and accurate
* To retain your information whilst we are providing you with a service; all unnecessary information will be destroyed safely and securely. Some recorded details will need to be kept when we are no longer providing a service; these timescales will be dictated by our contractual obligations with Social Services and Care Inspectorate Wales (CIW). We will notify you of how long this will be held on an individual basis.

The information we hold and why

Compass will need to gather information relative to the care and support you require; this will include:

* Name and address
* Next of kin
* Ethnicity and gender
* Preferred language
* Communication needs
* Mental capacity
* Medical information
* Deputyship and financial information
* Assessment of care needs
* Likes/dislikes and personal preferences relevant to your support

How we use your information

We will need to use your personal information to :

* Provide and deliver your support as per your requests and needs in a safe manner
* Prevent and safeguard against all forms of abuse
* Communicate with you and your representatives effectively
* Work with all professionals involved in your care
* Develop care and support plans
* Help you to manage your finances and benefits
* Invoice you for your care and support services in accordance with the agreed contracts between Compass and yourself
* Carry out our quality assurance and monitoring procedures
* Ensure your needs are being met properly
* Evidence the way we are delivering services to our contractors

Who do we share your personal information with?

We will only share your information with relevant individuals – both personal to you and professional – or as required by law. These include:

* Support staff – including agency staff if required to ensure continuity of service
* Any individuals involved with your support; e.g. Day Services, work placements and education services etc.
* Multi Agency Team – including Commissioners
* Safeguarding Team
* CIW and other regulatory bodies
* GPs, hospitals and pharmacists
* Police
* Court of Law

We will not share your personal information with any third party unless we have received your explicit permission. We will never sell your personal information to anyone.

Where we obtain your information

All information gathered will be with your full knowledge and consent; where possible this will include your input and any contributions. In order to carry out our support services effectively, we need to include information that may be supplied by other parties that you know; e.g. family members, representatives or other professionals. In the event your care has been transferred from another provider, the information they hold may need to be shared to assist with the continuity of your support.

Keeping your information secure

We have measures in place to protect all information held on hard copy and/or electronically. Access is strictly limited to those with a legitimate reason to be informed of any personal information regarding an individual. Our offices are locked and entry for authorised personnel is via a coded key pad. Paper copies are retained in locked cupboards and shredded when redundant. Appropriate information is scanned in to a secure file and held on our Server. This system is managed and maintained by an approved company; furthermore, they are responsible for the safety and security of our Server which ensures there is no loss of information or risk of a data breach.

In the event of a suspected data security breach, we have procedures in place. We will notify the individual concerned and any applicable regulator. We have an allocated GDPR Officer who would oversee and investigate any concerns raised.

Your rights regarding personal information include:

* The right to access
* The right to rectification
* The right to erasure
* The right to portability
* The right to restrict processing
* The right to be informed
* The right to object

Your right to complain

If you have any queries or concerns regarding the information we hold, please contact us.

How to contact us:

Karen Lamb

01352 706234

[karenlamb@compassccl.com](mailto:karenlamb@compassccl.com)

If you require this information to be delivered in another format, please contact Karen Lamb.

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