



# PRIVACY NOTICE FOR VISITORS

In accordance with Data Protection legislation, we have implemented this privacy notice to inform you, as a visitor to our services or offices, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

This notice applies to all visitors.

## A) DATA PROTECTION PRINCIPLES

Under Data Protection legislation, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

## B) TYPES OF DATA HELD

We keep several categories of personal data on our visitors for the purposes of fire safety and also to comply with government requirements under the Covid 19 Test and Trace programme. Providing data under this scheme is voluntary however, should you refuse to provide information we may refuse you entry to our premises. We keep this data in confidential visitor logs on our premises.

Specifically, we hold the following types of data:

- a) Name
- b) Contact information (phone number or email)
- c) Date and Time of arrival and departure
- d) Person/s visited

### **C) COLLECTING YOUR DATA**

Your data will be collected upon entry to the building although we appreciate that the person you are visiting may already hold some contact information which will have allowed them to supply you or your organization with this notice and other relevant documentation such as our covid 19 risk assessment.

Personal data collected upon your visit will be kept in a folder/visitor book securely in our offices; or if you are visiting a children's home this will be stored in our cloud based system Sue Solutions.

### **D) LAWFUL BASIS FOR PROCESSING**

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to comply with a legal requirement. Visitor data is collected for the purpose of complying with the Health and Safety at Work Act 1974 and the Coronavirus Act 2020.

### **E) SPECIAL CATEGORIES OF DATA**

Special categories of data are data relating to your:

- a) health
- b) sex life
- c) sexual orientation
- d) race
- e) ethnic origin
- f) political opinion

- g) religion
- h) trade union membership
- i) genetic and biometric data.

We carry out processing activities using special category data:

- a) for the purposes of equal opportunities monitoring
- b) to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

- a) you have given explicit consent to the processing
- b) we must process the data in order to carry out our legal obligations
- c) we must process data for reasons of substantial public interest
- d) you have already made the data public.

## **F) WHO WE SHARE YOUR DATA WITH**

Employees within our company who have responsibility for initial assessments, placements, administration of payment and contractual benefits and the carrying out performance related procedures will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processing in line with GDPR.

Data is shared with the following people:

- i) Local Authority
- ii) Progress Employees as required
- iii) Agency staff as required
- iv) College as required
- v) Compliance Officers
- vi) CQC where covered by regulated activity
- vii) Independent Inspector
- viii) Relatives as appropriate

We hold and may share your data so we are compliant with relevant regulations, provide best quality care and provide continuity of care.

We may also share your data with third parties as part of a Company sale or restructure, or for other reasons to comply with a legal obligation upon us. We have a data processing agreement in place with such third parties to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the European Economic Area.

## **G) PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

## **H) RETENTION PERIODS**

We only keep your data for as long as we need it for though in some cases we will keep your data for a period after your placement has ended. Some data retention periods are set by the law. Retention periods can vary depending on why we need your data, as set out below:

<b>Record pertaining to Foster Children</b>	<b>Recommended Retention Period</b>
Pen Pictures	75 years unless child passes away (15 years after death)
Referral forms	75 years unless child passes away (15 years after death)
Assessments	75 years unless child passes away (15 years after death)
Short Breaks Care Plan	75 years unless child passes away (15 years after death)
Other Community Support Plan	75 years unless child passes away (15 years after death)
Statutory Care Plan	75 years unless child passes away (15 years after death)
Education, Health and Care Plan	75 years unless child passes away (15 years after death)
Continuing Health Care Plan	75 years unless child passes away (15 years after death)
Health related routines eg epilepsy care plans	75 years unless child passes away (15 years after death)
Personal Handling Plan	75 years unless child passes away (15 years after death)
Dietetic Plan	75 years unless child passes away (15 years after death)
Medication Information	75 years unless child passes away (15 years after death)
Medication administration record	75 years unless child passes away (15 years after death)
Sleep systems Plans	75 years unless child passes away (15 years after death)
Food Intake Chart	75 years unless child passes away (15 years after death)
Incident Report	75 years unless child passes away (15 years after death)
Accident Report	75 years unless child passes away (15 years after death)

	death)
Body Map	75 years unless child passes away (15 years after death)
Attendance Sheets	75 years unless child passes away (15 years after death)
Risk Assessments	75 years unless child passes away (15 years after death)
Behaviour Strategies	75 years unless child passes away (15 years after death)
Invoices	75 years unless child passes away (15 years after death)
Daily Logs	75 years unless child passes away (15 years after death)
Deprivation of Liberty Order	75 years unless child passes away (15 years after death)
Mental Capacity Assessment	75 years unless child passes away (15 years after death)
1:1 Sessions	75 years unless child passes away (15 years after death)
Personal belongings list	75 years unless child passes away (15 years after death)
Progress Report	75 years unless child passes away (15 years after death)
Details of Near Misses	75 years unless child passes away (15 years after death)

#### **I) AUTOMATED DECISION MAKING**

Automated decision making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

#### **J) YOUNG ADULT'S RIGHTS**

You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you. More information on this can be found in the section headed "Access to Data" below and in our separate policy on Subject Access Requests";

- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’;
- d) the right to have data deleted in certain circumstances. This is also known as ‘erasure’;
- e) the right to restrict the processing of the data;
- f) the right to transfer the data we hold on you to another party. This is also known as ‘portability’;
- g) the right to object to the inclusion of any information;
- h) the right to regulate any automated decision-making and profiling of personal data.

More information can be found on each of these rights in our separate policy on your rights under GDPR.

#### **K) CONSENT**

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

#### **L) MAKING A COMPLAINT**

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

#### **M) DATA PROTECTION COMPLIANCE**

Our appointed compliance officer in respect of our data protection activities is:

**Vanessa Griffin**

[VGriffin@progresscare.co.uk](mailto:VGriffin@progresscare.co.uk)

#### **N) SUBJECT ACCESS REQUEST**

To make a Subject Access Request (SAR) you should contact Vanessa Griffin on [VGriffin@progresscare.co.uk](mailto:VGriffin@progresscare.co.uk) and complete a Subject Access Request Form

Version	Date	Changes	By whom	Review
	Last review April 2018		Emma Ruffinato	