

Willow House Privacy Notice



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What this privacy notice is for

Our core data protection obligations and commitments are set out in the MioCare Group primary privacy notice at https://www.miocare.co.uk/about/data_protection/

This notice provides additional privacy information for Willow House which provides short term assessment and rehabilitation. The property is staffed 24 hours a day and comprises of 5 beds and an outreach service to offer support in the individuals own homes:

- Planned short term intensive assessment - This is for those who require an assessment in a residential setting as their needs cannot be met in their own home and a period of short-term assessment care is required
- Outreach - The service provides support in the community to service users in their own home, to maintain their independence and own tenancy within the community and so preventing distressing and costly hospital admissions

Updating our privacy notices

We may update or revise our privacy notices at any time so please refer to the version published on our website for the most up to date details.

What we use your information for

We collect your personal information for the following purpose(s):

- To maintain a safe and effective service, in line with regulatory requirements
- To ensure you receive the care and support required in line with your assessed needs and care plans
- To maintain your records in support of your care needs
- To obtain feedback in the form of consultation and satisfaction surveys

What categories of personal information we use

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

In order to carry out these purposes we collect and obtain the following personal information:

Category of personal data	Special/ Sensitive
Personal details (e.g. name, address, contact details)	
Date of birth	
Gender	
Racial or ethnic origin	Yes
Religious or philosophical beliefs	Yes
Physical or mental health	Yes
Lifestyle and social circumstances	
Advocate/family members/next of kin details	

Legal basis for processing

The legal basis for processing and or sharing your personal information is:

- Legal obligation
- Consent
- Vital interest

Examples of legislation that support this are listed below:

- Care Act 2014
- Equality Act 2010
- Health and Safety Legislation

If you fail to provide certain information when requested, we may not be able to perform the support required or we may be prevented from complying with our legal obligations in line with CQC regulated activities.

Information sharing/recipients

We may share personal information about you with the following organisations/types of organisation:

- Regulatory Authorities such as Care Quality Commission
- Health care, social and welfare organisations
- Oldham Council
- Your advocate, family members and/or next of kin

Identifiable Personal Information could be shared under the following circumstances:

- Safeguarding, if something you tell us raises a safeguarding concern
- You raise a specific personal issue or concern that requires addressing
- You ask us to share your personal details

As well as information collected directly from you, we also obtain or receive information from:

- Regulatory Authorities such as Care Quality Commission
- Health Care, Social and Welfare organisations
- Oldham Council
- Your advocate, family members and/or next of kin
- Members of the public, if for example, there are safeguarding concerns or complaints

Data Transfers beyond the UK

We do not transfer any of your personal information outside the UK.

Automated Decisions

All the decisions we make about you involve human intervention.

How long we keep your data

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

As appropriate, service user files and historical information is archived for a maximum of 7 years.

Where can I get advice

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by MioCare Group can be found in the privacy notice which can be found at https://www.miocare.co.uk/about/data_protection/