

Policy Title	General Data Protection regulation - Access to Personal Information	Date Implemented or Date of Last Review	05/04/2021
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Policy

The GDPR places responsibility on all employers who keep personal data, and sensitive personal data on computers to adopt the Data Protection principles as outlined in the Act, and to provide employees and clients with access to certain personal information relating to themselves, usually via a written request to their line manager.

Furthermore, legislation gives employees and clients the right to have access to the personal information held about them on a manual file as well. In the majority of cases, such information is held on what is known as the Employee's "Personnel File" for employees and the service users' office and home folders for clients.

First Prime Care Ltd will fulfil its obligations under this Act and regulation to the fullest extent, including ensuring that the following 8 principles governing the processing of personal data are observed.

1. personal data shall be processed fairly and lawfully;
2. personal data shall be obtained only for specified and lawful purposes, and shall not be processed in any manner incompatible with those purposes;
3. personal data shall be adequate, relevant and not excessive in relation to the purposes for which it is processed;
4. personal data shall be accurate and, where necessary, kept up to date;
5. personal data shall be kept for no longer than is necessary for the purposes for which it is processed;
6. personal data shall be processed in accordance with the rights of data subjects under the Act;
7. personal data shall be subject to appropriate technical and organisational measures to protect against unauthorised or unlawful processing and accidental loss, destruction or damage;
8. personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of data protection



What information is being collected?

First Prime Care Ltd will be collected both personal and sensitive personal data from its clients as well as its employees.

Personal information that we will process in connection with all of our products and services, if relevant, includes:

- **Personal and contact details**, such as title, full name, contact details and contact details history
- **Your date of birth, gender and/or age**
- **Your nationality**, if needed for the product or service
- **Records of your contact with us** such as via the phone number of our office
- **Products and services** you hold with us, as well as have been interested in and have held and the associated payment methods used.
- **The usage of our products and services**, registration details with awarding bodies
- **Information we obtained from third parties**, including information about clinical risk, pricing, clinical history, current health status, full name, contact details, contact details of next of kin and others involved in the care provision of our clients.
- **Criminal records information**, including alleged offences, for example if you apply for a job within our service.
- **Information about your health or if you are a vulnerable service user**
- **Information about your property**, such as location, and the number of occupants and dependants.
- **Financial details about you**, whom will be paying for the service we provide.
- **Information about your employment status**, if relevant
- **Your residency and/or citizenship status**, if relevant, such as your nationality, your length of residency in the UK and/or whether you have the permanent right to reside in UK
- **Your marital status, family, lifestyle or social circumstances**, if relevant to the product (for example, the number of dependents you have or if you are a widow or widower)

Who is collecting it?

Our client's personal information will be accumulated by the registered manager and their appointed staff such as the care coordinator or the service director. In some cases an appointed trained senior worker will collect this information when conducting assessments for our clients.



How is it collected?

From you directly, and any information from family members, associates or beneficiaries of products and services.

Information will be sent by the council's placement team or by our clients allocated social worker to the First Prime Care's secure email address via a secure link which will be password protected. Following receiving the confidential information the registered manager or designated senior will make contact with the service user and conduct an assessment and collect further information in order to provide adequate care.

How will it be used?

We use your personal data for the following purposes:

- Assessing an application for both staff and clients.
- Managing products and services relating to the provision of our service to our clients.
- Updating your records, tracing your whereabouts and recovering debt
- Managing any aspect of the product or service
- To make decisions on whether to offer you a product or service, or the price, payment method, risk or terms of it.
- To improve the operation of our business and that others involved in the care provision of our clients.
- For management and auditing of our business operations including accounting
- To monitor and to keep records of our communications with you and our staff (see below)
- To administer our good governance requirements, such as internal reporting and compliance obligations or administration required for Annual General Meeting ("AGM") processes
- To provide personalised content and services to you, such as tailoring our products and services.
- The information will be utilised by staff to locate our clients and provide person centred care.

Who will it be shared with?

We take every care to ensure that your personal data is kept secure. The security measures we take include:

Only storing your personal data on our secure business cloud storage.

Ensuring that our staff receive regular data security awareness training



Keeping paper records to a minimum and ensuring that those we do have are stored in our locked Cabinet inside our secure office.

Maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems;

The information gathered will be shared with relevant employees and other professionals involved in our patients care. This will however only be done following obtaining permission from our clients, staff etc.

When do we share your personal information with other organisations?

First Prime Care will only share personal data after obtaining consent from the person who the personal data involves.

We will need to share your personal data when it is absolutely necessary to do so i.e. when requiring additional support from emergency services or informing social services about a change within your health status.

What will be the effect of this on the individuals concerned?

Clients will receive adequate support for their needs.

Is the intended use likely to cause individuals to object or complain?

We aim to make it easy for our clients and staff to control the information they provide to us.

Our policy explains how you can make choices about your information, and the measures we have put in place to keep your information secure.

How and when can you withdraw your consent?

Where we are relying upon client or staffs consent to process personal data, you can withdraw this at any time by contacting us and writing to us formally withdrawing your consent. Both staff and employees will have a copy of this policy and be made aware that they have the right under the new law to have there information forgotten.

5. What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

1. Where it is needed to provide you with our products or services, such as:

- a) Assessing an application for a service you would like or already hold with us, including consider whether or not to offer you the product, the price and payment methods available.
- b) Managing products and services you hold with us, or an application for one
- c) Updating your records, tracing your whereabouts to contact you about your account/package of care.
- d) Sharing your personal information with services providers involved in the care of our



service users.

- e) All stages and activities relevant to managing the product or service including enquiry, application, administration and management of agreements.
- f) For some of our profiling and other decision making to decide whether to agree with you a package or service, particular payment method and the price or terms of this.

2. **Where it is in our legitimate interests to do so**, such as:

Managing our clients POC relating and keeping, and keeping staff and client records up to date.

To follow guidance and recommended best practice of government and regulatory bodies. For management and audit of our business operations including accounting. To carry out monitoring and to keep records of our communications with clients and our staff.

To administer our good governance requirements, such as internal reporting and compliance obligations.

Where we need to share your personal information with people or organisations in order to run our business or comply with any legal and/or regulatory obligations

3. To comply with our **legal obligations**

4. With your **consent or explicit consent**:

- a) For some of our decision making process.
- b) For some of our processing of special categories of sensitive personal data such as about your health, if you are a vulnerable customer or some criminal records information.

5. For a **public interest**, such as:

- a) Processing of your special categories of personal data such as about your health, criminal records information or if you are a vulnerable customer

Is your personal information transferred outside the UK or the EEA?

We are based in the UK and will mainly only transfer your data within the UK but in very rare situation your personal information may be transferred outside the European Economic Area. If we do so we will make sure that suitable safeguards are in place, for example by using approved contractual agreements, unless certain exceptions apply.

What should you do if your personal information changes?

You should tell us so that we can update our records using the details in the Contact Us section of our website. We will then update your records if we can.

Do you have to provide your personal information to us?

We are unable to provide you with our products or services if you do not provide certain information to us. In cases where providing some personal information is optional, we will make this clear.

How long will your information be kept with us?

FPC will not keep personal data for longer than required.

If we need to keep your data following termination of the service we must be able to justify – how long we will keep your personal data. This will depend on our purposes for holding the data.



You need a policy setting standard retention periods wherever possible, to comply with documentation requirements.

You should also periodically review the data you hold, and erase or anonymise it when you no longer need it.

You must carefully consider any challenges to your retention of data. Individuals have a right to erasure if you no longer need the data.

You can keep personal data for longer if you are only keeping it for public interest archiving, scientific or historical research, or statistical purposes.