



Privacy Notice for Relatives, Next of Kin, and Representatives of Residents

This Privacy Notice explains how Saint Cecilia's Care Group collects, uses, stores, and protects the personal data of relatives, next of kin, or legally authorised representatives of residents in our care homes. It complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA).

WHO ARE WE

Saint Cecilia's Care Group is the Data Controller of any personal data you provide in your role as a relative or representative of a resident.

Our Data Protection Officer is Aaron Padgham, who ensures we meet our legal responsibilities under data protection law.

WHAT PERSONAL DATA WE COLLECT AND WHY

Type of Information	Why We Collect It	
Name and contact details (address, email, phone)	So we can communicate with you as a next of kin, emergency contact, or representative	
Relationship to the resident	To confirm your role and responsibility (e.g. Power of Attorney, next of kin)	
Financial details (e.g. if paying fees or managing accounts)	To administer payments, invoices, or financial arrangements related to the resident's care	
Contractual details (e.g. if you have signed a resident's care contract)	To maintain legally binding agreements for funding or care	

	provision	
Mailing address for newsletters or updates	To send care home newsletters or communications (only with your consent)	
Consent records (e.g. for communication preferences or marketing)	To ensure we contact you appropriately and respect your preferences	

We will only use your information for these clear and limited purposes.

WHERE AND HOW WE STORE INFORMATION

Your information is securely stored in:

- Our digital resident records and care management systems
- Financial and invoicing platforms
- Encrypted email and internal communication systems
- Secure document storage on SharePoint (internal document sharing)
- Mailing or contact lists for newsletters (only if you have consented)

We securely store your information in systems that support care delivery and resident administration. Examples include our email platform, SharePoint for internal records, and systems used for financial arrangements or contact management. Access is restricted to relevant staff involved in care or administration.

CCTV

CCTV may be used in communal areas (not private rooms) for safeguarding and safety.

LAWFUL BASIS FOR PROCESSING

We process your personal data under the following lawful bases:

- **Legitimate interests** – communicating with you in your role as a next of kin or responsible party
- **Contract** – if you have signed a resident's care contract or are involved in payments
- **Legal obligation** – where the law requires us to retain or provide data (e.g. for financial records)
- **Consent** – for non-essential communications like newsletters or marketing

WHO WE SHARE YOUR DATA WITH

Who We Share Your Data With

Your information may be shared where necessary with:

- NHS or social care teams involved in the resident's care
- Local authorities, funding bodies, or safeguarding teams (if relevant)
- Accountants or legal advisors (only where appropriate)
- Regulatory bodies such as the Care Quality Commission (CQC)

We do not sell your data or use it for marketing unless you have given specific consent.

INTERNATIONAL TRANSFERS

We do not transfer your data outside of the UK or EEA. If this ever becomes necessary (e.g. via a secure cloud provider), we will ensure appropriate legal safeguards are in place.

HOW LONG WE KEEP YOUR DATA FOR

We keep your information only for as long as necessary, depending on:

- The legal or contractual basis under which we received it
- Our duty to retain financial or contact records (typically 6–8 years after the care arrangement ends)

Data is securely deleted or destroyed once no longer needed.

YOUR RIGHTS

You have the right to:

- **Access** the information we hold about you
- **Correct** any inaccurate or incomplete data
- **Request deletion** of your information in certain circumstances
- **Object** to how we use your data (where applicable)
- **Withdraw your consent** (if consent was the lawful basis)

You can exercise your rights at any time by contacting us.

NO AUTOMATED DECISION-MAKING

We do not use automated systems to make decisions about you.

QUESTIONS OR COMPLAINTS

If you have any concerns about how your data is used, you can:

- Contact your loved one's Care Home Manager
- Contact our Head Office on 01723 502411

Or contact the Information Commissioner's Office (ICO):

<https://ico.org.uk/concerns>

0303 123 1113