



Privacy Notice for Residents

This Privacy Notice is for residents of Saint Cecilia's Care Homes. It explains how we collect, use, store, and protect your personal information in accordance 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 your personal data.

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

WHAT PERSONAL DATA WE COLLECT AND WHY

Type of Information	Why We Collect It	
Identity data (e.g. name, date of birth, NHS number)	To identify you accurately and link your care to health services	
Contact details (e.g. address, next of kin, GP)	To communicate with you and your representatives	
Care plans and health data	To assess your needs and deliver care	
Medication records	To ensure safe administration of medicines	
Risk assessments and safeguarding records	To protect your safety and wellbeing	
Equality and diversity data (e.g. religion, ethnicity, language)	To provide inclusive, personalised care	
Financial information (e.g. funding source, payment arrangements)	To manage care contracts and liaise with funders	
Consent records (e.g. photos, treatment choices)	To ensure your preferences are respected	

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

WHERE AND HOW WE STORE INFORMATION

Your information is stored securely using a mix of electronic systems and protected paper records. These help us coordinate your care, meet legal requirements, and communicate with your family and professionals.

We securely store your information in digital care planning systems, medication management tools, email communications, and other regulated platforms that help us deliver high-quality care. Examples include our care records system, SharePoint for internal documentation, and our secure email system for communication with health professionals and relatives. From time to time, we may also use CCTV for safety and security, and AI-powered note-taking software (such as for meeting summaries) to support service delivery. Access to these systems is strictly limited to staff who need it to support your care.

USE OF TECHNOLOGY AND MONITORING TOOLS

In certain circumstances, we may use digital tools and services that support the effective running of the organisation. These include:

- AI assistance tools (e.g. Microsoft Copilot) used by authorised staff to support drafting, summarising and communication. These tools are used in a way that protects confidentiality and avoids use of identifiable personal data unless appropriate safeguards are in place.
- These tools are never for private discussions involving residents unless a clear need and lawful basis exists.
- Meeting transcription services (e.g. Microsoft Word's Transcribe feature) which may be used to record or summarise in-person or remote meetings. Where this is the case, staff will be informed beforehand and given the opportunity to ask questions or decline if appropriate.
- CCTV systems are in place at some of our sites for safety, security and safeguarding purposes. These systems operate in accordance with our CCTV policy, and any footage involving staff will be processed in line with our legal obligations and internal procedures.

LAWFUL BASIS FOR PROCESSING

We process your personal data under the following lawful bases:

- Provision of health or social care (Article 9(2)(h))
- Legal obligations (e.g. safeguarding, regulatory compliance)
- Vital interests (e.g. in emergencies)
- Legitimate interests (e.g. improving service delivery)
- Consent, where required (e.g. photos or marketing)

WHO WE SHARE YOUR DATA WITH

We may share your data with:

- NHS professionals (e.g. GPs, district nurses)
- Local authorities and safeguarding bodies
- The Care Quality Commission (CQC)
- Your legal representatives or next of kin (with appropriate permission)
- Law enforcement or regulators if required by law

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 retain your information for only as long as necessary. For example, care records are usually kept for 8 years after your care ends, in line with professional guidance. After that, records are securely destroyed.

Data is securely deleted or destroyed once no longer needed.

YOUR RIGHTS

You have the right to:

- You have the right to:
- Access your information
- Correct inaccurate or incomplete data
- Request deletion in some cases ("right to be forgotten")
- Restrict or object to processing in certain circumstances
- Request data portability (where applicable)

We aim to respond within one month. Contact a senior staff member or our Data Protection Officer to make a request.

NO AUTOMATED DECISION-MAKING

We do not make decisions about your care using automated systems – all decisions are made by trained staff with professional judgment.

QUESTIONS OR COMPLAINTS

If you are concerned about how we handle your data, you can:

- Speak to your 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