



Bandrum Nursing Home

Privacy Notice

B A N D R U M
Nursing Home

Bandrum Nursing Home provides 24 hour Nursing care to 85 residents who either require specialist adult care or Elderly care. The home works with their staff, health or social care professionals and carefully selected contractors to provide the very best of care for the residents.

Most of the information which Bandrum Nursing Home collects and uses is personal information about individuals. We collect data about potential residents, current residents, staff and visitors to allow us to run our service.

This Privacy Policy explains how we use the information that we collect about you.

Topics

1. What information do we collect about you?
2. How do we use the information about you?
3. Who do we share your information with?
4. Access to your information and correction
5. Your Rights
6. How long do we keep your information?
7. Data breach
8. Changes to our Privacy Notice
9. How to contact us
10. Further information on data protection

1. What information do we collect about you?

We may collect information about you when you contact us. This could be to make an enquiry or complaint about services connected to the home for example.

We receive information from external professionals or relatives about potential residents.

We will always ask for your consent before we use your personal information in any media forums or before we pass it onto another party.

If you make a complaint we will respond accordingly to the current GDPR regulations.

BANDRUM NURSING HOME LIMITED

Saline, By Dunfermline, Fife KY12 9HR Telephone: 01383 851030 Fax: 01383 850477

Finance: 01383 853340 REGISTERED IN SCOTLAND NO 99467

Visit our website www.bandrum.co.uk



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Winner - Significant Contribution Award 2016

Winner - Volunteer Award 2015

Winner - Resident Achievement Award 2015

2. How do we use the information about you?

The information that we collect is used to help run the services at Bandrum.

This includes for:

- Resident data – we collect medical information for potential residents. For current residents we also collect care information and financial records
- Staff – we collect employment details about potential staff and then for staff who start work with us we keep employment records.
- Contractor data – we keep on file company and safety details.

3. Who do we share your information with?

Where necessary, we will share personal information that we hold with external health professionals like your local authority or the NHS/HSCP.

Sometimes other organisations may request information that we hold, for example the Care Inspectorate, the Police or other government agencies. All collection, use, sharing and storage of personal information will be in accordance with legislative requirements, including the General Data Protection Regulation.

4. Access to your information and correction

You have the right to request access to the information that we hold about you. You can use the contact details provided below to do this.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

5. Your Rights

You have certain rights under the Data Protection Legislation which can be exercised by contacting The Data Controller, namely:

- the right to access the personal data held about you by making a subject access request in accordance with the Data Protection Legislation. We may charge a reasonable fee when a request is manifestly unfounded or excessive;
- the right to have your personal data rectified if it is inaccurate or incomplete;
- the right to have your personal data deleted in certain specific circumstances as set out in the Data Protection Legislation;
- the right to restrict the processing of your personal data in certain specific circumstances as set out in the Data Protection Legislation;

- the right to ask us not to process your personal data for marketing purposes or for purposes based on our legitimate interests;
- the right to request the transfer of your personal data to another party in certain specific circumstances as set out in the Data Protection Legislation; and
- where you have provided consent, to withdraw such consent at any time.

6. How long do we keep your information?

We keep information

- Potential resident info is kept for 1 year incase they choose to move into us at a later date.
- Current resident info is kept for 7 years after leaving or passing away
- Staff payroll data for 7 years and employee records for 3 years after leaving employment.
- Accident records for 40 years – as per insurance requirements
- Contractor data – for as long as we feel we may use the company.
- We keep information about complaints for 3 years after the complaint is closed.

7. Data Breach

Any data breach needs to be reported to the The ICO within 72 hrs, as well as anyone affected. They are the UK's independent body set up to uphold information rights.

8. Changes to our Privacy Notice

The policy will be reviewed every 2 years or following a change to the procedures
This Policy was last reviewed in May 2018

9. How to contact us

Please contact us if you have any questions about our Privacy Policy or the information that we hold about you:

Bandrum Nursing Home
Saline
Dunfermline
Fife KY12 9HR
Tel 01383 851030

info@bandrum.co.uk

The Lead Data Protection Officer for Bandrum Nursing Home is Victoria Barter

For more information you can email: v.barter@bandrum.co.uk

10. Further information on data protection

If you would like to find out more about data protection you can contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number (available Monday to Friday between 9.00 am and 5.00 pm)