

## **GDPR : How we collect information**

Residents', employees' and thirds parties' personal information is collected directly from them or through form filling, mainly manually, but also electronically for some purposes.

With residents, we might continue to build on the information provided in enquiry and referral forms, and, for example, from needs assessments, which feed into their care and support plans.

With employees, personal information is obtained directly and with consent through such means as references, testimonials and criminal records (police checks). When recruiting staff, we seek applicants explicit consent to obtain all the information needed for us to decide to employ them.

All personal information obtained to meet our regulatory requirements will always be treated in line with our explicit consent, data protection and confidentiality policies.

Our website and databases are regularly checked to ensure they meet all privacy standards and comply with our general data protection security and protection policies.

All personal information obtained on residents, employees and third parties is used only to ensure that we provide a service, which is consistent with our purpose of providing a person-centred care service, which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

As already stated, the service has a range of policies that enable us to comply with all data protection requirements. Foremost are:

- **[Access to Employee Data](#)**
- **[Complaints](#)**
- **[Computer Security](#)**
- **[Confidentiality of Residents' Information](#)**
- **[Consent to Care and Treatment](#)**
- **[Data Protection](#)**
- **[Record Keeping](#)**
- **[Information Governance under the General Data Protection Regulation](#)**
- **[Protecting Personal Data under the General Data Protection Regulation](#)**

- **Safe Staff Recruitment and Selection**
- **Residents' Access to Records**

We only share the personal information of residents, employees and others with their consent on a “need to know” basis, observing strict protocols in doing so. Most information sharing of residents’ information is with other professionals and agencies involved with their care and treatment. Likewise, we would not disclose information about our employees without their clear agreement, eg when providing a reference.

The staff appointed to control and process personal information in our organisation are delegated to assess all privacy risks continuously and to carry out comprehensive reviews of our data protection policies, procedures and protocols at least annually.