

Related to Processing of Personal Information in Mobile Phone Apps

Thank you for taking the time to read our privacy notice.

We recognise the trust you place in us when you share your personal information with us. We are committed to operating with openness, honesty and transparency. This privacy notice provides information about: the personal information that MHA collects about you when you sign up and use MHA's mobile phone Apps; the ways in which your personal information may be used; and your rights.

This Privacy Notice will be updated from time to time. The latest version, and our other privacy notices, can be found on MHA's web site (www.mha.org.uk/PrivacyPolicy).

Please note that we may use additional privacy notices to supplement this notice. We will always bring any additional privacy notice to your attention.

1. Who we are and contact details

Methodist Homes (MHA) is the Data Controller for the personal data we process. MHA is a registered charity in England and Wales (No. 1083995) and Scotland (No. SC040155) and a Company limited by guarantee (No. 4043124). Our registered Office is: MHA, Epworth House, Stuart Street, Derby, DE1 2EQ.

If you have any questions about this privacy notice, or wish to exercise your rights, please contact MHA's Data Protection Officer using the contact details below.

- Email DataProtectionOfficer@mha.org.uk
- Phone 01332 221 893
- Post Data Protection Officer
Methodist Homes
Epworth House
Stuart Street
Derby, DE1 2EQ

2. Personal Information Collection

Personal information is information that can be used to identify you or is about you. It is important that the personal information we hold about you is accurate and current. Please Contact Us to provide an update if your personal information changes. MHA may request from you and process the following Personal Information:

MHA may process (collect and use) the following Personal Information:

- Name
- Username
- Password
- Email
- Telephone number
- MHA service engaged used: care home, retirement living scheme or community
- Photo for account profile

3. Processing of Personal Information & Legal Basis

MHA will only process the Personal Information:

- To log you in to the service
- For account administration
- To record your activity so we can determine which features are used and how to improve what is offered.

The Legal Basis for this processing is **consent** which was provided at the time you created the account. If consent has been given for MHA to process your personal data you can withdraw consent at any time by requesting that your account be deleted.

4. Information Sharing

In order to provide the App services MHA uses third party organisations under a contract, these include:

- The Google Play Store and the Apple Store
- 1&1 IONOS Ltd, to store the App data and account information

MHA will not share your Personal Information:

- With any other department within MHA unless it is necessary to achieve the purpose for which the data was provided.
- With any external organisations, except those listed above.

5. Transfers to other countries

MHA will not transfer your Personal Information outside of the United Kingdom.

6. Securing your information

MHA takes our duty to protect your Personal Information and confidentiality seriously.

We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, this includes precautions to prevent the loss, misuse or alteration of your Personal Information.

MHA uses computer systems and physical security to ensure that access to your Personal Information is only allowed on a need to know basis.

7. Retention of Personal Information

We will only retain your Personal Information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. At the end of the retention period your information will either be securely and confidentially destroyed or anonymized. Anonymization is the process of removing Personal Information from the data so that it is not possible to identify individuals from the data.

| Record | Retention Time |
|--------------------------------------|-----------------------------|
| User Account and records of activity | Until the account is closed |

8. Your Rights in relation to your Personal Information

- **the right to be informed** – covered by this Privacy Notice;
- **the right of access** – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used;
- **the right to rectification** – as soon as you become aware that some information is incorrect let your line manager know or inform the Data Protection Officer;
- **the right to erasure** – request the deletion or removal of Personal Information where there is no compelling reason for its continued processing;
- **the right to restrict processing** – you can request the we stop any processing if the information we are processing is incorrect;
- **the right to data portability** – you can request the Personal Information provided by yourself, be exported in to a universal format so it can be imported into another system;
- **the right to object** – to processing relating to marketing and profiling;
- **the right not to be subject to automated decision-making including profiling**; and
- **the right to lodge a complaint** – if you are unhappy with the way that MHA has processed your personal data you can raise a complaint with the Information Commissioner’s Office (<http://ico.org.uk>).

To exercise any of these rights please contact the person to whom you provided your personal data or MHA’s Data Protection Officer (contact details in section 1).

If you are unhappy with the way that MHA has processed your personal data you can raise a complaint with the Information Commissioner’s Office (<http://ico.org.uk>) which is the Supervisory Authority for the UK. We would appreciate it if you could please let us know if you contact the ICO. If you feel able to contact us before you contact the ICO, we will take your concerns seriously and we promise to work with you to resolve any issues that you have (noting that we will tell you if you should refer the issue to the ICO and that we may also need to tell the ICO).