

## MHA Privacy Notice

### Related to Processing of Personal Information of Residents and Tenants

Your privacy is important to Methodist Homes (MHA). This privacy notice provides information about: the personal information that MHA collects regarding residents and tenants in MHA's Care Homes and Retirement Living schemes; the ways in which the personal information may be used; and your rights.

#### 1. Personal Information Collection

Personal information is information that can be used to identify you or is about you. MHA may request from you and process the following Personal Information (P) and Special Categories of Personal Information (S):

- Name (P)
- Home address (P)
- Phone numbers (P)
- Email address (P)
- Date of Birth (P)
- Health & Wellbeing records (S) (incl. care and medication records)
- Next of Kin or emergency contacts (P)
- NHS number (P)
- Nation Insurance Number (P)
- Your likes and dislikes to meet your care requirements (P)
- Resuscitation information (P)
- Financial information (P)
- Religion or religious beliefs (S)
- Photos (P)

MHA may also process:

- Photos and videos for care records or for use in the home or housing scheme (S)
- CCTV recordings (P)
- Information required by regulators (risk assessments, accident and incident records) (P)

#### 2. Processing of Personal Information & Legal Basis

The primary Legal Basis for processing your Personal Information is **contractual**. This is the agreement with yourself and/or the contractual requirements of a third party (e.g. Local Authority or Care Commissioning Group (CCG)).

MHA will only process the Personal Information:

- To assess your residential and care needs
- To assess your financial situation
- To provide residential and care services

One of MHA's values is to, "nurture mind, body and spirit". To facilitate this MHA's internal care team includes: nurses, carers, chaplains and music therapists.

If services are funded by a local authority or care commissioning group MHA will share a proportionate amount of care records so that you care needs and funding requirements can be met. This is deemed in your **legitimate interest** so that you continue to receive funding.

MHA may ask for your **consent** to use photos and videos to promote the services provided by MHA. A Photography Consent form will be required which references the Privacy Notice for Photos and Videos.

Next of Kin and emergency contact details are requested to help protect your **vital interest** by having points of contact for use only in emergency situations.

### 3. Information Sharing

MHA may share a minimal amount of your Personal Information with:

- Other agencies who may contribute to your care, like GPs, pharmacies and hospitals
- The organisation for whom we provide the service under a contract.
- People with Power of Attorney, Deputyship or people you have authorised access or when it is in your best interest.
- MHA’s insurance company in relation to claims or possible claims.
- When legally required to do so, including regulatory compliance.

MHA will not sell or swap your data with any third parties. We will not share your information with any third party for marketing purposes.

### 4. Transfers to other countries

MHA will not transfer your Personal Information outside of the European Economic Area.

### 5. 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.

### 6. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows:

Record	Retention Time
Residents’ and Tenants’ care records	8 years after leaving MHA
Residents’ and Tenants’ finance records	7 years
Accident and incident records	10 years

## 7. Your Rights in relation to your Personal Information

- a) the right to be informed – covered by this Privacy Notice;
- b) 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;
- c) the right to rectification – as soon as you become aware that some information is incorrect let the home or scheme manager know or inform the Data Protection Officer;
- d) the right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing;
- e) the right to restrict processing – you can request the we stop any processing if the information we are processing is incorrect;
- f) 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;
- g) the right to object – to processing relating to marketing and profiling;
- h) the right not to be subject to automated decision-making including profiling; and
- i) the right to lodge a complaint with the Information Commissioner's Office (<http://ico.org.uk>).

## 8. Contact

The Data Protection Officer can be contacted via

- Email [DataProtectionOfficer@mha.org.uk](mailto:DataProtectionOfficer@mha.org.uk)
- Phone 01332 221893
- Post Data Protection Officer, Methodist Homes  
Epworth House, Stuart Street  
Derby, DE1 2EQ

This Privacy Notice will be updated from time to time. The latest version can be found on MHA's intranet or MHA's web site ([www.mha.org.uk/PrivacyPolicy](http://www.mha.org.uk/PrivacyPolicy))