

MHA Privacy Notice

For Relatives and Emergency Contacts

Your privacy is important to MHA (Methodist Homes). This privacy notice provides information about the personal data that MHA may receive regarding relatives or other emergency contacts of those using MHA's services or MHA staff. MHA will use your data as described in this notice.

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:

- Name
- Postal address
- Telephone number
- Mobile number
- Email address

MHA may also process:

- CCTV recordings

2. Processing of Personal Information & Legal Basis

The Legal Basis for this processing is Legitimate Interest as an MHA resident, Live at Home member or staff member has provided your details for use in an emergency.

As an emergency contact we may place your contact details in an emergency "grab and go" bag for use if the service needs to be evacuated. If you do not want your contact used for this purpose please inform the MHA home or housing scheme.

You can opt-out of being an emergency contact by informing the MHA service or MHA's Data Protection Officer.

3. Information Sharing

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 other personal data 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.

However, a requirement for the “grab and go” bag is that it is easily accessible in an emergency meaning that it could be accessed by those that do not need to know your contact details.

6. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows:	
Record	Retention Time
Personal contact information	While you agree to being an emergency contact for a resident, Live at Home or staff member
CCTV footage	30 days

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 – you may update or amend the information we hold about you if it is incorrect.
- 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.
- 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
- 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)