

MHA Privacy Notice

Related to Processing of Personal Information of [Live at Home Members](#)

Your privacy is important to the Live at Home scheme (The Scheme) which is part of Methodist Homes (MHA). This privacy notice provides information about: the personal information that the scheme collects on you as a Live at Home member, the ways in which your personal information may be used; and your rights. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

1. Personal Information Collection

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

- Name (P)
- Home address & description (P)
- Phone numbers (P)
- Email address (P)
- Date of Birth (P)
- Contacts (P): next of kin, family member, doctor, carer/care provider, emergency contact
- Wellbeing information & notes (S)
- Interests and hobbies (P)
- Medical background (S)
- Gender and sexual orientation (S)
- Ethnicity (S)
- Marital Status (P)

The Scheme may also take photos or videos at events (P).

2. Processing of Personal Information & Legal Basis

The Scheme will not store or process your personal information outside the European Economic Area (EEA).

The Legal Basis for processing your information is that you provide consent through completion of the Live at Home Member Assessment Form. The Scheme will only process the Personal Information:

- a. To aid in determining membership to the scheme
- b. For Live at Home scheme membership administration
- c. For provision of activities
- d. To provide wellbeing support
- e. To development our services
- f. Contacts will only be contacted to ensure you are ok or in an emergency
- g. Medical information will only be used in an emergency and will only be provided to medical professionals. Copies may be taken on trips or holidays.
- h. Housing information will be used to assist with home visits
- i. Pseudo-anonymised information will be used to assess how well the service is meeting our welfare goals
- j. Anonymised for statistical analysis in reports

The Live at Home scheme may take general photos at events which may be used internally within the scheme for its **legitimate interests**.

MHA asks for specific **consent** to:

- Contacting you for additional research
- Provide your name and phone number to providers of services that MHA cannot provide
- Use quotes and information in various reports
- Take photos or videos for use in newsletters or for marketing (using a specific form)
- Provide suggestions based on the equalities information provided

Next of Kin and emergency contact details are requested to help The Scheme protect the member's **vital interest** by having points of contact for use only in emergency situations.

3. Information Sharing

Your name and address may be shared with, a DBS (criminal records) checked, befriender/volunteer to assist with home visits or transportation.

Contacts will be informed that their details are being retained for emergency or general concern purposes, asking them to provide updates as appropriate.

Medical information may be shared with medical professionals for your vital interests.

The Scheme will not share other Personal Information provided for the membership:

- With any other department within MHA.
- With any external parties without your consent

Anonymised reports may be provided to Local Authorities or other funding agencies.

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.

Copies of contact details and medical records will be kept in a locked briefcase when taken to events.

6. Retention of Personal Information

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

Record	Retention Time
Referrals	6 months
Membership Form (members)	1 years after leaving the scheme
Membership Form (unsuccessful)	1 month after initial assessment
Photos and/or videos	5 years
Additional research information	2 years
Copies of medical information used for trips, events and holidays	Destroyed within 1 week of event

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 – when you become aware that some information is incorrect let the 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
- 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)