

Bright Opportunities CIC & Bright Opportunities Enabling Services Ltd

Privacy Notice (Day and Domiciliary Support Services)

Who we are

Bright Opportunities CIC ("BOPPS") is Community Interest Company (0820608) and Bright Opportunities Enabling Services Ltd ("BOES") is a company limited by guarantee (11303781)

Bright Opportunities CIC provide a wide range of Day Care support services for adults with learning disabilities.

Bright Opportunities Enabling Services Ltd provide a wide range of Domiciliary Care support services for adults with learning disabilities.

We serve the population of the High Peak area of Derbyshire and we employ between 25 and 30 staff.

What is a privacy notice?

A Privacy Notice is a statement by BOPPS and BOES to clients, visitors, carers, the public and staff that describes how we collect, use, retain and disclose personal information which we hold. This privacy notice is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

Why issue a privacy notice?

Both BOPPS and BOES recognise the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values.

This notice also explains what rights you have to control how we use your information.

What are we governed by?

The key pieces of legislation/guidance we are governed by or adhere to are:

- Data Protection Act 1998 / Data Protection Act 2018 (Government pending)

- Human Rights Act 1998
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Health and Social Care Act 2012, 2015
- Public Records Act 1958
- Computer Misuse Act 1990
- Records Management - Code of Practice for Health and Social Care 2016
- General Data Protection Regulations (GDPR) - post 25th May 2018

Who are we governed by?

Information Commissioner's Office - <https://ico.org.uk/>

Why and how we collect information

We may ask for or hold personal confidential information about you which will be used to enable us to provide support services appropriate to you. This is to support the provision of high quality care.

These records may include:

- Basic details, such as name, address, date of birth, next of kin
- Contact we have had, such as appointments and home visits
- Details and records of treatment and care, including notes and reports about your health
- Information from people who care for you and know you well, such as health professionals and relatives/carers

It may also include personal sensitive information such as sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information assists staff involved in your support to deliver and provide improved services to meet your needs.

Information is collected in a number of ways, for example, via your healthcare professional, referral details from your GP or directly given by you.

Lawfulness of processing

- Processing of your information shall be lawful only if at least one of the following applies:
- You have given consent to the processing of your personal data for one or more specific purposes;
- Processing is necessary for the performance of a contract to which you are party, or in order to take steps at your request, prior to entering into a contract;
- Processing is necessary for compliance with a legal obligation to which BOPPS and BOES (the controller) is subject;
- Processing is necessary in order to protect the vital interests of you or another natural person;
- Processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

How we use information

- To help make decisions and plans about your support

- To work effectively with other organisations/professionals who may be involved in your care
- To ensure our services can meet future needs
- To review support provided to ensure it is of the highest standard possible
- To prepare statistics on BOPPS and BOES performance
- To monitor how we spend public money

How information is retained and kept safe?

It is important that information is kept safe and secure, to protect your confidentiality. Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Your information will only be held for as long as necessary to achieve the relevant purpose unless we are legally required to retain it for a specific period of time.

The Data Protection Act 1998 /GDPR (2018) regulates the processing of personal information. Strict policy and procedures govern our use of information and our duty to ensure it is kept safe and secure. Both BOPPS and BOES are registered with the Information Commissioners Office (ICO).

How do we keep information confidential?

Everyone working for BOPPS and BOES is subject to its Confidentiality Policy and the Data Protection Act 1998 / GDPR (2018). Information provided will only be used for the purpose for which we obtain it, unless there are other circumstances covered by the law.

Who will the information be shared with?

To provide the best mental health support possible, sometimes we will need to share information about you with others. We may share your information with a range of Health and Social Care organisations and professionals, and regulatory bodies.

Information sharing is governed by specific rules and law under GDPR.

Contacting us about your information

If you have any questions or concerns regarding the information we hold on you, the use of your information or would like to discuss further, please contact the Data Protection Officer at the main office:

11A, Market Street
Buxton
Derbyshire
SK17 6JY
Tel: 01298 26429

Can I access my information?

You may request access to the information that is held about you.

For more information on how to access the information we hold about you, and for further information on your rights, please contact the main office.

Contacting us if you have a complaint or concern

We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint through the BOPPS or BOES Complaints Procedure, which will be provided on request from the main office.

Both BOPPS and BOES are registered with the Information Commissioners Office (ICO). They can be found at www.ico.org.uk

Bright Opportunities CIC are registered on the Data Protection register with a Registration number of **ZA487686**, Bright Opportunities Enabling Services Ltd are registered on the Data Protection register with a Registration number of **ZA455072**.