

## Privacy Notice

**Hanning Homes** is committed to protecting the privacy and security of your personal information. This privacy notice outlines how we collect, use, and safeguard any personal data you provide to us, in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

### 1. Who We Are

Hanning Homes is a care home based in Moultsford. We are registered with the Care Quality Commission (CQC) and provide residential/nursing care for adults. We are committed to respecting and protecting your privacy and rights regarding your personal data.

### 2. The Information We Collect

We may collect personal data about our residents, their family members, and visitors, including:

- **Personal Identification Details:** Name, address, date of birth, next of kin, contact information.
- **Health Information:** Medical conditions, treatment plans, care preferences, and any specific needs (collected to ensure quality of care).
- **Financial Information:** Bank details, payment records, and any relevant funding information (collected for billing purposes).
- **Visitor Information:** For security and safeguarding purposes, we may log details of visitors to the care home.

### 3. How We Use Your Information

We use the personal data we collect to:

- Provide safe and effective care tailored to the needs of our residents.
- Communicate with family members and designated contacts about the resident's care and wellbeing.
- Process payments, handle invoicing, and comply with financial obligations.
- Fulfill legal and regulatory obligations, including those set out by the CQC and other regulatory bodies.
- Improve the services we provide and ensure the security of our facilities.

### 4. Legal Basis for Processing

We process your personal data in line with GDPR requirements based on:

- **Consent:** In cases where we have sought your explicit consent.
- **Contractual Obligation:** To provide the agreed-upon care and services.
- **Legal Obligation:** To comply with applicable laws and regulations.
- **Legitimate Interests:** When processing is necessary for the purpose of our legitimate interests, which are not overridden by your rights.

## 5. Sharing Your Information

We may share personal data with:

- **Medical Professionals and Other Care Providers:** To ensure residents receive the necessary health and social care.
- **Regulatory Bodies:** Such as the Care Quality Commission, as required by law.
- **Third-Party Service Providers:** Who provide services on our behalf (e.g., payment processing, IT services), only where necessary and under contractual confidentiality agreements.

We do not share your information with third parties for marketing purposes.

## 6. Data Security

We take reasonable technical and organisational precautions to secure your personal data and protect it from unauthorised access, misuse, alteration, or loss. Our systems are regularly updated, and access to personal data is restricted to authorised personnel only.

## 7. How Long We Retain Your Information

We retain personal data only as long as necessary to fulfil the purposes outlined in this notice, including meeting legal, accounting, or reporting requirements. Health records are retained in line with NHS guidelines, and financial records are kept in compliance with applicable tax laws.

## 8. Your Data Protection Rights

Under data protection laws, you have the right to:

- **Access:** Request copies of your personal data.
- **Rectification:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your data, where legally permissible.
- **Restriction:** Request limitation on how we use your data.
- **Objection:** Object to the processing of your data in certain cases.

- **Data Portability:** Request a copy of your data in a structured format.

To exercise any of these rights, please contact us at [ops@hanninghomes.com](mailto:ops@hanninghomes.com).

## **9. How to Contact Us**

If you have any questions or concerns about this privacy notice or our data practices, please contact us at:

### **Data Protection Officer**

Hanning Homes

The Old Vicarage Residential and Dementia Care Home, Moulsoford, Wallingford OX10

9JB

Email: [ops@hanninghomes.com](mailto:ops@hanninghomes.com)

## **10. Changes to This Privacy Notice**

We may update this privacy notice periodically to reflect changes in our practices, legal obligations, or regulatory requirements. Any updates will be posted on this page with the latest revision date.

*Last Updated: November 2024*