

What is GDPR?

GDPR General Data Protection Regulations came into effect 25th May 2018. GDPR is about regulating companies and organisations who “process personal information”.

GDPR does not change the fundamentals at Pendine. Our overarching policy is to handle personal data safely and compliantly throughout its lifespan, both internally within Pendine and when we need to share data with other organisations and professionals.

Staff sign a confidentiality agreement and confidentiality is embedded in our values and cultures.

This is especially important when we deal with any “sensitive personal information”. This includes any information on a person’s health, so we are particularly mindful when we discuss a resident’s wellbeing with colleagues or health professionals and we record a person’s religious beliefs, for example, only to provide enriched tailored services.



What are Privacy Notices? As part of GDPR, any company or organisation that “processes personal information” must let their “data subjects” (i.e. people it collects data on) know the details of how they process this information. Our Privacy Notices are all available on our website, at www.pendinepark.com, under “Help & Information ... Privacy Notices”. The **Privacy Notice for Clients, Representatives and Next of Kin** is part of the care plan set up.

The **Privacy Notice** sets out how and why we collect, store, use retain and eventually destroy your personal information and how we may share it with third parties when appropriate. So,

What’s in our Privacy Notice? ...

- **Our Responsibilities and Data Protection Principles**
- **The kind of information we hold** – the types of data we collect are listed, including any categories of sensitive personal information – health, ethnicity, religious beliefs, political views, sexual preferences.
- **How we collect data** – stating where we get the information – directly from individuals, through assessments, from other organisations etc.
- **How we will use information** – sets out what we do with the information – to provide tailored services, to process contracts and carry out statistical analysis.
- **Automated decision-making** – this is using automated processes to make decisions – we don’t do this.
- **Sharing data with others** – stating who we might share data with (not specifically, but generally) and why we do this, and that we require others to treat their data appropriately accordance with the law
- **Data security** – how we store and hold data (database, records, care plans).
- **Data retention** – how long will we use and keep our information for.
- **Rights of access, correction, erasure and restriction** – this outlines the data subject’s rights to access (called a Data Subject Access request), ask for a correction or removal of some data or restrict its use.
- **Your right to withdraw consent**
- **Your representative and next of kin data** – this is an added section on the client’s PN, as we collect information on them too as part of the records.



We need personal information to deliver the best and most tailored care possible. GDPR is about best practice and being mindful about looking after people’s information. We are passionate about confidentiality and respect, we think about what and how we write something in a care plan, who sees this information and how we keep it safe, and, also about what we say and who can hear us. I’m proud of our safeguarding reputation at Pendine, and GDPR is an element of this. Gill Hughes, Responsible Individual.