



GDPR Fair Processing Notice (How we use your personal information)

Introduction

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

We are Care and Repair in South Lanarkshire. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Any questions or to request a copy of our privacy policy should be forwarded to:

The Manager
Care and Repair in South Lanarkshire
6a Hope Street
Lanark
MI11 7LZ
Tel: 01555 666200
Email enquiries@careandrepair-sl.co.uk

How we collect information from you and what information we collect

We collect information about you:

- When your referral from your Occupational Therapist is sent to us.
- When we visit you to assist with repairs, maintenance and grant advice
- During telephone conversations with
- When you have been referred to us by a third party

We may collect some but not necessarily all of the following information about you, dependant on which service(s) you use or require:

- Name, Address, Telephone number, E-mail address
- Date of birth, age.
- Power of attorney, next of kin.
- Personal characteristics such as gender and ethnic group
- Current benefits to assess grant eligibility
- Medical and /or sensitive personal data

We may receive the following information from third parties:

- Benefits information,
- Communications regarding behaviour
- Medical and/or sensitive personal data;
- Mortgage information
- Property title deeds

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of any contract we may have with you;
- to enable us to supply you with the services and information which you have requested from us or through others for whom we act as agents;
- to enable us to respond to your request for assistance.
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer.
- to contact you in order to send you details of any changes which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our services.

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK.

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- if we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- if we instruct repair, maintenance or adaptation works, your information may be disclosed to your chosen contractor;
- if we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- when we provide products and/or services in terms of the Care and Repair Service we may share your information with Scottish Government, the Local Authority, NHS, landlords and property owners, solicitors and contractors.
- Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe.

If you wish to see the security measures that are in place, please ask to see a copy of our Privacy Policy.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Your Rights

You are entitled to request access to the information held about you and may do so in person, by phone, email or letter. You may also make a request to us to delete any personal data of yours we hold. We may however require appropriate identification documents from you to ensure you are who you claim to be and are entitled to obtain or delete this information.

Please help us keep our records accurate and up to date by informing us of any changes to your personal data.

To do so, you can:

- Email us: enquiries@careandrepair-sl.co.uk
- Phone: 01555 666200
- Speak to one of our members of staff
- Write to : The Manager
Care and Repair in South Lanarkshire
6a Hope Street
Lanark
MI11 7LZ

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk