



Privacy Notice – People we support

How we use your information

Note

This privacy notice accompanies the easy read version provided to people we support. It is the full and comprehensive notice, which people we support or their representatives, family members and support staff might like to refer to. The easy read version is a simplified summary of the key points to help people we support understand what we do with their personal and sensitive information.

Introduction

We, Dimensions (UK) Limited, are the ‘controllers’ of the information which we process (collect, use, store and/or share) about you (‘personal information or data’). Being controllers of personal information or data, means that we are responsible for it, and this notice explains why and how we use it.

Dimensions (UK) Limited is a Charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority (Reg. No. 31192R). It is also a Registered Provider of social housing with the Regulator of Social Housing (Reg. No. 4648) and a not for profit organisation with exempt charitable status.

Registered Addresses:

2nd Floor, Building 1430, Arlington Business Park, Theale, RG7 4SA

Telephone number:

0300 303 9001

Our Data Protection Officer (DPO) can be contacted at dpo@dimensions-uk.org if you have any queries about this notice or anything related to data protection. A data protection officer is an expert about all things relating to looking after your personal and sensitive data.

Your personal data or information

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you. It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation.

The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained overleaf.

The categories of information that we collect, hold and share include:

- Personal information - your name and contact details
- Information about personal or family rituals, celebrations or faith including a place or worship if you have one.
- Information and/or advice about the way you like to be supported, including how to support you with your personal care, if this is relevant for you.
- Information about your health, history, communication requirements, risk and opportunity plans and finance to ensure we provide the best possible support and care for you.
- Information about your daily routines, what has gone well and not so well, to inform your ongoing support requirements.
- Information about your goals, which we call outcomes, to ensure that you have the best chances and opportunities to live the life you choose.

Why we collect and use this information

We use the information:

- To provide the best possible support and/or care
- To deliver the contract we have to provide you with support services as commissioned by your Local Authority or Health Authority.

At times, we may further process information which we have already collected. We will only do this if the new purpose for processing it is compatible with the original purpose that the information was collected. We will tell you about any further processing before carrying it out.

The lawful basis on which we use this information

We must provide a purpose for processing personal and sensitive information, which matches the categories under the European Union's General Data Protection Regulations (GDPR), and the UK's Data Protection Act 2018.

We process personal information as it is necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

We process sensitive information (special categories of information) for the performance of a contract, which specifies you as the data subject or to take steps to enter into a contract, and to protect the vital interests of you as the data subject or another person.

Some of the information we process is necessary for compliance with a legal obligation, for example,

- Risk assessments
- Incident and accident recording
- Information relating to your finances and medication administration
- To Safeguard you against harm or abuse

Collecting information

The information is either provided from your local authority, health authority, previous care provider, family member and/or from you directly as part of our assessment and support planning process. We may seek information from others such as health professionals, if this is important in order to better meet your specific care and support needs.

Storing information

We hold the data you provide to us for the time you are supported by us, after which point the data is deleted or stored in line with our record retention schedule. If your information is stored for a specific period of time, it will be archived securely with a secure destruction date.

Who we share the information with

We share relevant information with:

- Your support team and management to enable them to provide the best possible support to you
- Your appointed guardian, deputy or Attorney, to help them and Dimensions meet our legal obligations to support you well.
- Our internal quality team so they can review and report on the quality and compliance of the support we provide to you
- Our internal health and safety team so they can review or investigate any health and safety related incident or issue
- An internal investigating officer if there is need to investigate an issue relating to your support and/or care
- Your local authority or health authority for contractual purposes where they fund your support
- Our regulators, such as the Care Quality Commission (CQC) for compliance purposes
- With any partner organisations where we share support for you, to ensure the continuity of your support and/or care. The terms of sharing and the protection of your information is covered in a contract or Data Sharing Agreement.
- With your consent and observing any limitations you may wish to impose, we will also share information with your relatives or friends.

Why we share the information

We share your information for the purpose of providing the best support to you as possible. We will not share the information you provide with anyone apart from those listed above without consent, unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation you have the right to request access to information about you that we hold. To make a request for your personal information in the first instance, contact the manager of your service.

You also have the right to:

- object to processing of personal information that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- have inaccurate personal data rectified, and in certain circumstances, have information blocked, erased or destroyed
- claim compensation for damages caused by a breach of the Data Protection regulations.

If you have a concern about the way we are collecting, using, storing or sharing your personal information, we ask that you raise your concern with us in the first instance. If you have serious concerns, you should contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Withdrawing consent

If we are relying on your consent to process some of your data, you may withdraw your consent at any time. This is for information which we don't have to process in order to deliver the contract of service with you. For example, this could be to stop sending you newsletters.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or should you wish to make a complaint about anything contained within this notice, please contact our Data Protection Officer: dpo@dimensions-uk.org.

Date on which this privacy notice has been provided to you or someone who represents you:

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Name of person who provided this privacy notice:

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Location of the person who provided this privacy notice:

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Proving life can get better

Dimensions (UK) Ltd. is a charitable registered society number 31192R. Building 1430, Arlington Business Park, Theale, Reading RG7 4SA November 2018