

**Adult Services Privacy Notice**

Document Details

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Scheduled Review January 2023

This privacy notice applies to Adult Services provided by Spectrum Days

The privacy notice will cover:

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# Purpose for processing

Spectrum Days process personal information in order to carry out service delivery and support services in community and residential/Health care settings either directly or jointly with partners, and commissioned private providers and voluntary organisations. This includes:

* Consideration of the physical and mental health, learning and behavioural, financial social care needs, as appropriate, of vulnerable adults and/or their carers/designated representative/holders of Power of Attorney/Court Appointed Deputies, requiring service delivery.
* Enabling the provision of a range of personalised adult services
* Maintaining our own accounts and records
* Supporting and managing our employees
* Awarding and managing contracts with social care providers as commissioned by us
* Providing “signposting” services for some adult social care-related advice and guidance
* Responding to complaints if things go wrong
* Safeguarding vulnerable adults & children
* For the prevention of crime
* Compliance with regulatory/inspection regimes (e.g. Ofsted and Care Quality Commission), including providing anonymised statistics

# Personal information collected and lawful basis

Spectrum Days process personal information, which is relevant to individual cases but may include some but is not limited to:

* Personal details – e.g. name / age / address / and family details
* Contact information – e.g. telephone numbers / email address
* Personal Reference Numbers – e.g. Social Care unique customer reference number

/ National Insurance Number / NHS number

* Employment details
* Details of Police involvement
* Financial details – for contribution assessment purposes
* Lifestyle and social circumstances
* Opinions and decisions
* Records of complaints
* Safeguarding reports
* Visual images, personal appearance and behaviour
* Communication and language preferences

We may also process some special category (sensitive) information, which is relevant to individual cases but may include some but is not limited to:

* Biometric information
* Physical or mental health details
* Racial or ethnic origin
* Religious or other beliefs
* Offences (including alleged offences), criminal proceedings, outcomes and sentences
* Political affiliation / opinions
* Sexual orientation

The legal bases for processing this personal information are:

* Necessary for a public task
* Necessary for compliance with a legal obligation e.g. Care Act 2014
* Necessary for a contract for the supply of services
* Consent of the individual or their legal representative
* Legitimate interests for the purposes of managing employees.

# Who we may share your information with

We may receive from or need to share personal information about you with partner organisations where relevant to you and your care. These include but are not limited to:

* Police and probation service
* Health Services – Worcestershire Health and Care NHS Trust, GPs, Dental Practices, Opticians, Ambulance Services, Hospitals, Clinical Commissioning Groups (CCGs),
* Regulatory inspection regimes – Care Quality Commission, Ofsted
* Schools/colleges
* Housing Agencies and providers
* Worcestershire District Councils & other Local Authorities
* Commissioned Advocacy & Appointeeship providers
* Care Home and other social care providers
* Representatives who will act on your behalf should you lack the capacity to make decisions regarding your care. Including but not limited to:
  + Independent Mental Capacity Advocate (IMCA)
  + Those with Power of Attorney
  + Court Appointed Deputy
  + Nominated personal representative
  + Court of Protection
* Office of the Public Guardian
* Department for Work and Pensions (DWP)
* Home Office
* HMRC
* Banks and building societies
* Credit reference agencies
* Adult Safeguarding Board
* Appropriate adult/children’s social care team(s)
* Other Worcestershire County Council services as appropriate including Legal Services Local Government & Social Care Ombudsman
* Prison and Probation Services

Information will only ever be shared when it is strictly necessary to help us provide effective services and you may have the right to refuse, this may affect the range of services available to you. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a legal data protection exemption.

# How long we will hold your information

The standard adult social care record retention is 8 years after adult social care services have ended. There are also a range of other retention periods affecting different information and service need.

# Your information rights

You are entitled to a copy of, or a description of, the personal data we hold that relates to you, subject to lawful restrictions. Please write to Maggie Allen, Spectrum Days, Old Coach Road, Droitwich Spa, Worcestershire WR9 8BB to make a request.

You may be entitled to rectification, restriction, objection, and erasure of your personal information depending on the service and legal basis. Please in the first instance contact Maggie Allen: 07972704378 [mallen@spectrumdays.co.uk](mailto:mallen@spectrumdays.co.uk) to exercise these Information Rights.

# Changes to this notice

We keep this Privacy Notice under regular review. This Notice was last updated on 24th October 2021.