

RSD Social Care Limited

Service User Privacy Policy

Why we are providing this notice to you

RSD Social Care Limited require your personal data to perform specific tasks relative to Adults receiving Care and Support, in line with services user interests.

This notice is designed to give you information about the data we hold about you, how we use it, your rights in relation to it and the safeguards that are in place to protect it.

What personal data we hold, and how we obtain it

During the course of our involvement with you, we collect a variety of information from you;

- name, address, and date of birth
- your needs and circumstances
- professional opinions
- staff supporting you
- when and where staff met with you
- what the meetings were about and what happened in them
- information that your carer / other people you know have given to us
- information provided by other services working with you, e.g. Health, care workers and voluntary agencies

How we will use your personal data

We will use this information to make sure that;

- staff supporting you have accurate, up to date information to help decide the best possible support for you
- there are accurate records when we review your care and support
- any concerns can be properly looked into if you have a complaint
- you only have to give your information once

How long we keep your personal data

Under data protection law, we will only keep your personal data for as long as we need in order to fulfil the purpose(s) for which it was collected.

Sharing Information between services

Sometimes we have to share personal information without asking the individual. This can happen;

- for legal proceedings when a Court Order is made
- if there is a risk of harm or abuse to you or other people
- where you may be unable to give consent at any time, for example because of a physical or mental health condition
- to assist the authorities with the prevention / detection of crime or the prosecution of offenders, or the assessment / payment of tax

Keeping your information confidential

RSD Social Care limited have a legal duty to keep your information about you confidential and secure. If we need to share information about you we will:

- tell you why we need it
- ask only for what we need, and not collect too much or irrelevant information
- protect it and make sure nobody has access to it who shouldn't have
- let you know whether we share it with other organisations to give you better services, and whether you can say no
- make sure we don't keep it longer than necessary

Your Rights

As a data subject, you have many rights regarding your personal data. This includes:

- Right of access
- Right to rectification
- Right to erasure
- Right to the withdrawal of consent
- Right to data portability
- Right to the restrict processing
- Right to object
- Rights in relation to automated decision making and profiling

Withdrawing Consent

If we are relying on consent to process your data, you can request to withdraw consent or restrict / object to some elements of the processing. RSD Social Care

Limited does not rely on consent in most cases because it has legal requirements to do certain tasks. For example, social work tasks are based on legal requirements, not on consent.

Contacting us / Data Protection Officer

Please contact the Data Protection Officer for further information.

Data Protection Officer
RSD Social Care Limited
Kingsway
Fforestfach
Swansea
SA5 4DL

dataprotection@rsd.uk.com

You have the right to withdraw your consent to the processing at any time by notifying the Data Protection Officer in writing