

1. Independent Living, Aids and Adaptations – Service Level Privacy Notice

Date: 01 April 2019

How we handle your Personal Information when you apply and sign up for a Greatwell Homes Independent Living property and also if you may need aids and adaptations in your home

On the 25th May 2018 the Data Protection law changed and the General Data Protection Regulation, known as GDPR, came into effect. GDPR imposes additional obligations on organisations and gives you extra rights around how your personal information is used.

We want you to know that Greatwell Homes respects your personal information that we collect when you apply and sign up for a Greatwell Homes Independent Living property, and if you may need aids and adaptations, and that we take the security of your information very seriously.

Our main customer Privacy Notice tells you more about the data we hold on you, what we do with that data and who we share your data with and you can view it at <http://www.Greatwellhomes.org.uk/about-us/legal/>

The table below explains how Greatwell Homes uses your personal information and why we need it when you:

- **apply for an Independent Living property**
- **may need aids and adaptations in your home**

Service	Independent Living and Aids and Adaptations
Why we collect information about you	<ul style="list-style-type: none"> • To assess your needs when applying for an independent living property • To help improve the services that we deliver to you and to plan future services • To share with the emergency services – Police, Fire, NHS in the event of an incident • To measuring your health, and your support needs to live independently • To identifying inequalities in the way you access services. • To keep in touch with you • To contact your family/next of kin in an emergency • To monitor if we are supporting a diverse range of people. • To fulfil our legal obligations as a support service provider and that we are meeting our Health and Safety requirements
What information do we collect about you and your family?	<p>We may hold some or all of the following information about you, your household members, and any people outside your household connected with you:</p> <ul style="list-style-type: none"> • Health information including GP details • Contact details • Tenancy details • Criminal convictions / Ex – Offender (including alleged offences) • NHS Number • Your Family Details • Lifestyle and Social Circumstances • Financial Details • Housing Needs • Physical or Mental Health Details • Ethnicity Origin • Social Care Support • Advocacy Details • Gender • Disability • Substance user
How we will use the information we collect about you	<ul style="list-style-type: none"> • When you apply for an Independent Living property we carry out a needs and risk assessment about you. This will help us to see what extra help or aids and adaptations you may need • When we complete your support plans and reviews with you • To enable us to provide you with an Independent Living property and • To contact you so we can provide services which meet your needs. • To provide you with welfare services including advice and appropriate support

	<ul style="list-style-type: none"> • To improving the Independent Living services and accommodation we provide • To protect you from harm and to prevent you from emotionally, physically mentally, financial abuse (this is also known as safeguarding)
<p>Why we are allowed to use your information</p>	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Localism Act 2011 <input type="checkbox"/> The Equality Act 2010 <p>Safeguarding under Care Act 2014 Housing Act 1996 Contract – when you sign your tenancy agreement</p>
<p>Who we can share your information with</p>	<p>We may sometimes need to share the personal information we collect about you with other organisations where it is necessary to provide support or delivery of a service as These may include</p> <ul style="list-style-type: none"> • Health Providers • NHS GPs, Hospitals, Ambulance, Health Visitor) • Adults Social Services • Domiciliary Care Providers • Residential/Nursing Care Providers • Day Care Providers • Mental Health Services • Government agencies (Department of Health, Department of Work and Pensions) • Local Councils • Occupational Therapists to identify aids and adaptations you may require • Our contractors to assess and fit your aids and adaptations • Police and other crime enforcement agencies • Judicial agencies e.g. Courts • Youth Offending Services • Voluntary agencies • Substance Misuse agencies • Advocacy services • Fire & Rescue services • Tunstall / Lifeline • National Regulators and agencies • Other Local Authorities • Use of your NHS Number by Adult Social Care <p>If you are receiving support from Adult Social Care then the NHS may share your NHS number with us. This is so that the NHS, Adult Social Care and Greatwell Homes are using the same number to identify you whilst providing your care. By using the same NHS number we are able to work together to improve your care and</p>

	<p>support.</p> <p>We will also use your NHS Number in an integrated care record system across a number of support services including GPs, hospitals, community matrons, district nurses and social care practitioners.</p>
<p>What happens if I fail to provide information?</p>	<p>If you fail to provide the information that we require this may affect your housing application as we need this information to comply with our Allocations Policy, Safeguarding Policy and Adaptions Policy.</p> <p>We also need to make sure that we provide you with a home and support that is suitable for your needs and without your information we may be unable to do this.</p>
<p>Will computers make any decisions about you using the information you provide</p>	<p>No</p>
<p>Will my information be sent to other countries?</p>	<p>No</p>

For more information regarding the above please email data.protection@greatwellhomes.org.uk