



Montana Home Care

Privacy Notice – People we Support/Families and Carers

Being transparent and providing accessible information to the people we support and where appropriate, your guardians, about how we will use your personal information are key elements of the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR).

This privacy notice tells you about the information we collect from you (or about you) when you are referred to or explore the possibility of receiving your support from Montana Home Care.

As Montana Home Care are the organisation who have been funded to provide your support we will process your data on behalf of the funder (e.g. the Local Council), therefore we are the Data Processor, unless our contract with that funder states we are the Data Controller.

When we are funded directly from an individual or their family, or other direct means we are acting as a Data Controller.

Where we are identified as a Data Controller by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Montana Home Care Ltd. Montana Home Care offer personalised homecare support. Montana Home Care is a fully owned subsidiary of Real Life Options. The registered office for Montana Home Care is 88 Grahams Road, Falkirk, FK2 7DL.

Our head administration office address for general correspondence is David Wandless House, A1 Business Park, Knottingley Road, Knottingley, England, WF11 0BU. You can contact us by post at this address, or by telephone on +44 (0)1977 781800.

You can contact the Montana Home Care Data Protection Officer via the correspondence address above if you have any queries on how we process your personal data or by email at dataprotection@Montanahomecare.co.uk

What personal data do we collect?

All personal data must be processed fairly and lawfully, whether it is received directly from you or from a third party in relation to your support.

We will collect the following types of information from you or about you either from a third party directly involved in your support or from you:

- “Personal Data” meaning any information relating to an identifiable person who can be directly or indirectly identified from the data. This includes information like; your date of birth, postcode, address, and next of kin etc. and;
- “Special category/sensitive data” meaning information contained within your support plan such as; medical conditions, information and history, details of appointments and contact with you, type of support you require and any physical, mental or learning disability etc.

Information about you

- Your personal details
- Information that you provide to us on forms, over the phone or in face-to-face meetings such as assessments and reviews
- Your national insurance number, NHS number and Passport number (where held)
- Copies of your support plan and information from other people which relates to you
- Details of conversations between you and support staff including phone calls
- Details of conversations about you (between colleagues in social work, NHS and members of your family where appropriate including phone calls
- Details of family relationships
- Details about your accommodation (type, layout, details of alarms fitted, accessibility etc)
- Details about your needs and how to support you effectively e.g. personal care, eating and drinking, practical tasks, physical and emotional well-being
- Details of any communication needs (e.g. if you need an interpreter or translator)
- Any cultural, spiritual or religious beliefs where we need to take these into account when providing support
- Your medical history and details of any diagnoses, medical records including prescribed medication
- Details of goals you wish to achieve relating to your social care needs
- Details of any risk assessments
- Things that other organisations (such as health or other care services) tell us to help us understand your situation and needs and co-ordinate your care services more effectively
- Reports relating to your situation, care and support
- Photographs relating to your support and for identification purposes
- Any documents sent to us relating to you

About family/carers

- The names and contact details of your close relatives and/or carers
- Details of your legal status and documents (e.g. immigration, power of attorney, guardianship etc.)

Why do we collect this information?

- To protect your vital interests
- To pursue our legitimate interests to help us formulate and provide an appropriate support plan to meet your needs
- To share with health partners to ensure support is tailored to meet your individual needs
- Where applicable, to perform our contractual obligations to provide your individual support needs
- Ensure we monitor any changes and are able to adapt the support you receive to match your needs
- Share information with appropriate agencies to ensure compliance with regulations and protect your vital interests
- We may also use your information in an anonymous form (with any identifiable data that can identify you removed), for performance-monitoring, service improvement and tenders

Who has access to your information?

The information is accessed by the staff of Montana Home Care who are trained in data protection procedures and have a legal obligation to keep information about you secure. Access is limited to appropriate staff who have a legal basis for access.

Your support plan and/or details about your support are kept within your service in secure, lockable storage or archived with an approved secure document provider until it reaches the deletion period.

Some records are stored within a secure electronic system maintained by one of our approved IT partners including Microsoft PLC, Access Group, Citation, Advanced Computer Services, and IT Professional Services Ltd. These suppliers may change over time. These partners operate under a contract with Montana Home Care and have appropriate IT security standards and operate under equivalent data protection procedures to Montana Home Care.

Who will we share your information with?

In order to deliver your support we may share information with the following organisations/agencies

- The local authority in which you reside (including Health and Social Care Partnership, social work department and safeguarding team)
- Care Inspectorate/Care Quality Commission as necessary to comply with statutory and regulatory obligations;
- Police as necessary to assist with any criminal investigation and keep you safe
- Fire & Rescue services in the event of an emergency

- External agencies such as the NHS to keep you safe and well
- Housing Provider and Landlord as necessary in connection with your tenancy agreement and any Health and Safety issues to protect your vital interests

This list maybe subject to change and the latest privacy notice will be available on our website.

It is possible on occasion that we will receive information from these organisations relating to your support to ensure your support plan is kept up to date so that we can ensure that you are receiving the most appropriate support relevant to your needs.

How long do we keep your information for?

Documents and records will be kept for a maximum of 7 years (from creation), for adults and 100 years for children unless a contractual requirement with your funder differs from our standard.

Please contact the Data Protection Officer if you require more information.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. This is known as the right of subject access. If you would like to have access to all or part of your records, you can make a request to the Montana Home Care Data Protection Officer at the address at the beginning of this notice.

You can also ask for your information to be erased and you can ask for us to give you a copy of the information. This erasure maybe possible subject to applicable law, although this may affect the services we are able to provide to you.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF