MacIntyre
Providing support...your way

How MacIntyre uses information about adults we support

This is MacIntyre's Privacy Notice for people we support who are 18 years or older. It tells you about the information that we keep about you, what we do with it, and your rights about that information.
This notice explains what personal information we collect, how we use it, who we share it with, how long we keep it, and your rights under data protection law.

Looking after your personal information and keeping it private is called 'data protection'.
MacIntyre is responsible for deciding how your personal information is used, this is known as the "data controller".
The person in charge of data protection in MacIntyre is the Finance Director, Claire Toombs. You can contact her at Central Admin (MacIntyre, Seebeck House, 1 Seebeck Place, Knowlhill, Milton Keynes, MK5 8FR) or by emailing her at data.protection@macintyrecharity.org.

What information we collect

As we get to know you we may, depending on how much support you need, collect information about:

- Your name, address and ways to contact you
- Your support needs
- Important things that have happened to you in the past
- Your health needs
- Your family and friends
- Your hopes and what you want from your support from us

This is called personal data. Some of this information is more sensitive (called special category data), such as information about your health, support needs or background.

Where we get your data from

We collect some of this information from the local authority or health service that pays for your support or from your previous support provider (if you had one). We collect the rest from you or your family or friends.
We may also receive information from health professionals, safeguarding teams or other organisations involved in your care.

How we use your information

We use your information for the following reasons and rely on different lawful bases under data protection law to do this.

We use this information to:

- Create a support plan that meets your needs, and keep the support plan up to date
- Support you to stay safe and healthy
- Support you to stay in touch with family and friends

As we provide support to you we will make records of all the things that you need support with, or that the law says we must keep. These may include:

- Support we provide to you with everyday tasks, including personal care tasks where this is required
- The support we provide with, and records of, your health, medical appointments and medicines
- Important things in your life
- Keeping in touch with people that are important to you
- Your hopes and what you want from your support from us
- Accidents and incidents involving you
- Safeguarding concerns that may involve you
- Complaints that you have made or which are about you
- Risk assessments about you
- Information that we need so that we can keep your support plan up to date
- Review meetings to check that the support we are providing is meeting your needs
- The support we provide with, and records of, managing your money

Quite a lot of this information is sensitive information about things like your health and support needs, your racial or ethnic origin, or any criminal convictions if you have any.

We only use this sensitive information where we are allowed to do, which is written into the data protection laws:

- To provide health or social care (UK GDPR Article 9(2)(h))
- For reasons of substantial public interest, including safeguarding (UK GDPR Article 9(2)(g))
- To meet our legal obligations in social care law (UK GDPR Article 9(2)(b))
- Where we have to process information about criminal convictions, we do this in line with the Data Protection Act 2018 for safeguarding and care purposes.

Who we share this information with

We share this information with your MacIntyre support team so that they can best support you. We also share it with:

- The people in MacIntyre who manage your support team
- The people in MacIntyre who check that you are getting support that meets your needs and the government's standards.
- Your family and friends where it is appropriate to do so

If you don't want some information about you to be shared with everyone in your support team, please talk to us about it. We will consider your wishes, but in some cases we may still need to share information if it is necessary to keep you or other safe or to follow the law.

Under data protection law, we rely on the following lawful bases when using your information:

- Legal obligation (for example social care regulations)
- Public task (providing care on behalf of local authorities or the NHS)
- Legitimate interests (improving services and getting advice)
- Vital interests (where necessary to protect you or others in an emergency)
- Consent or best interests (where appropriate)

In England, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 say that we must keep all this information and share it with the Care Quality Commission (CQC).
In Wales, the Regulation and Inspection of Social Care (Wales) Act 2016 says that we must keep all this information and to share it with Care Inspectorate Wales (CIW).

The CQC and CIW are the inspectors appointed by the government to make sure that people get good care services. Under data protection law this is called 'legal obligation'. CQC or CIW may in turn share your information with other public bodies where the law says they can and there is a good reason to; to find out more, ask to see a copy of their own 'privacy notices'.

The local authority or health authority that pays for your support also says that we must keep all this information and share it with them. This is because MacIntyre is delivering what under data protection law is called a 'public task' on behalf of the authority or service. They may in turn share your information with other public bodies where the law says they can and there is a good reason to; to find out more, ask to see a copy of their own 'privacy notices'.

For some of the information and records we use online computer systems of other organisations to store the information. Some of these organisations act as "data processors" and only use your information on our instructions. Others may be responsible for your data themselves. For example all our accidents and incidents are recorded using an online system called AssessNET and your support records may be held in Nourish. We make sure that the organisations that we work with follow data protection law. Ask us if you want to see the full list of these organisations.

Sometimes we may share some of your information with trusted partners so that they can advise us how we can best support you. Under data protection law this is called 'legitimate interests'. We will make sure that the partners follow data protection law and do not share your information with anyone else. We only do this where necessary and does not override your rights and freedoms.

With your consent (or, if you are not able to make this decision, in your best interest in line with the Mental Capacity Act 2005) we share some of your information with other people or organisations, such as

- Your doctor or other health professionals
- The landlord of your house or flat

- The day service that you go to

We only share the information that these people need in order to provide their service to you.

Your doctor, hospital or other NHS professional will share your confidential personal information with other people in the NHS so that they can look after you better. The NHS will also sometimes share this information for research and planning purposes. If you do not want the NHS to use your confidential personal information for research and planning purposes, you can opt out of this – it's called the National Data Opt Out. To opt out, see the easy read booklet 'Your information matters to the NHS' or ask your staff about the Opt Out.

We keep your information for as long as you need support from MacIntyre

- We follow the recommendations of the Department of Health on how long we should keep your information
- For most care records this is 8 years either from when you are no longer supported by MacIntyre, or when that record is no longer relevant
- For some information it may be longer than this.
- Ask to see a copy of our Record Retention and Disposal Schedule if you wish to know more.

We regularly review the information we hold and securely delete it when it is no longer necessary.

Transferring to a new provider

If you stop being supported by MacIntyre, we will give some of the information about you to the new organisation that supports you. We will only share information that is necessary to ensure your continued care and support in a safe way.

The law gives you some rights over the information we hold about you:

- The right to know what information we hold and why. That's why we have this Privacy Notice
- The right to ask to see or have a copy of the information that we hold about you
- The right to ask for your personal information to be changed if it is wrong
- The right to ask us to restrict how we use your information in certain situations
- The right to object to how we use your information in certain circumstances
- The right to move your information to another organisation in some cases
- The right to ask us to get rid of the information we hold about you – but only under certain circumstances and not when the law says we must keep the information.
- We do not make decisions about use using only automated systems without human involvement.

Monitoring

We may monitor information and keep records, including incident reports and safeguarding records, to ensure your safety, the safety of others and to meet legal and regulatory requirements.

If we do not have the information we need, we may not be able to provide you with safe or appropriate support or meet our legal obligations.

Use of Artificial Intelligence (AI)

We may use artificial intelligence (AI) and automated tools to support our services, improve decision-making, enhance efficiency, and help us deliver safe, high-quality care and education. These tools may assist with tasks such as analysing information, identifying patterns, supporting care or learning plans, or improving administrative processes.

Where we use AI, we ensure that it is used responsibly and in line with data protection law. This means we use appropriate safeguards, including human oversight, to ensure decisions are fair, transparent and accurate. We do not make decisions about individuals based solely on automated processing where those decisions would have a significant impact, without meaningful human involvement.

Some AI tools are provided by trusted third-party suppliers who process data on our behalf. We ensure appropriate contractual and security safeguards are in place.

AI tools may help us identify patterns in care or support needs, including risks related to health, wellbeing or safeguarding but we only process personal data through AI systems where there is a lawful basis to do so, and we take steps to ensure that your information remains secure and is only used for appropriate purposes.

How to raise a complaint

If you want to know more about data protection or if you are unhappy with what we are doing with your information, please contact our Data Protection Team. We take complaints about our collection and use of personal information very seriously.

- Email us on data.protection@macintyrecharity.org
- Leave us a message on 01905 230100
- Send us a letter at
    - FAO Data Protection Team
      MacIntyre
      Seebeck House
      1 Seebeck Place
      Knowlhill
      Milton Keynes
      MK5 8FR

Your staff can help you do this if needed. If you are not happy with what we have told you about your information, you can complain to the government organisation that looks after data protection – the Information Commissioner's Office (ICO):

- Online at Make a complaint | ICO:
- Telephone 0303 123 1113