



MacIntyre

Providing support...your way

How MacIntyre uses information about people we support

This is MacIntyre's Privacy Notice for people we support. It tells you about the information that we keep about you, what we do with it, and your rights about that information.

Looking after your personal information and keeping it private is called 'data protection'. The person in charge of data protection in MacIntyre is the Finance Director, Claire Toombs. You can contact her at Central Admin (602 South Seventh Street, Milton Keynes MK9 2JA) or by emailing her at data.protection@macintyrecharity.org.

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

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 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
- 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 share this information with your MacIntyre support team so that they can best support you. 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 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.

In England, we are required by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 to keep all this information and to make it available to the Care Quality Commission (CQC). In Wales, we are required by the Regulation and Inspection of Social Care (Wales) Act 2016 to keep all this information and to make it available to 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'.

We are also required by the local authority or health authority that pays for your support to keep all this information and to make it available to them. This is because MacIntyre is delivering what under data protection law is called a 'public task' on behalf of the authority or service.

For some of the information and records we use online computer systems of other organisations to store the information. For example all our accidents and incidents are recorded using an online system called AssessNET. 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.

With your consent (or, for people who lack the capacity to consent, in their best interests) 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.

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

- When you stop your 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
- 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.

If you stop being supported by MacIntyre, we will give some of the information about you to the new organisation that supports you.

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 get rid of or stop using the information we hold about you – but only under certain circumstances and not when the law says we must keep the information.

If you want to know more about data protection or are unhappy with what we are doing with your information, please ask your staff or contact Claire Toombs. 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 <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>:
- Telephone 0303 123 113
- Or write to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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