



Czajka Care Group

Privacy Notice

Related to processing of Personal Information of Residents

Your privacy is important to Czajka Care Group (Czajka) and is integral to our company mission to “strive to meet and exceed the needs and wishes of all individuals using our service” . .

This privacy notices provides information about:

1. personal information that Czajka collects
2. Processing of personal information and legal basis;
3. information sharing
4. Czajka secures your Personal Information
5. Retention of your Personal Information
6. your rights in relation to your Personal Information
7. how to make a complaint in relation to your Personal Information

1. Personal Information Collection

Czajka may request from you and process Personal Information and Special Categories of Information.

Personal information is information that can be defined as that can be used to identify you or is about you.

- Name
- NHS number
- Home address
- Your likes and dislikes to meet your care requirements
- Phone numbers
- Resuscitation information
- Email address
- Date of birth
- Financial information
- Next of Kin or emergency contacts
- Photos
- Information required by regulators (risk assessments, accident and incident records)
- CCTV recordings



Sensitive personal data ('special categories of personal data' under the General Data Protection Regulation) includes any information that reveals your racial or ethnic origin, religious, political or philosophical beliefs, genetic data, biometric data for the purposes of unique identification, trade union membership, or information about your health/sex life. Generally, we try not to collect or process any sensitive personal information about you, unless authorised by law or where necessary to comply with applicable laws.

Types of Information which Czajka might process:

- Photos and videos for care records or for use in the home or retirement development
- Health & Wellbeing records (inc. care and medication records)
- Religion or religious beliefs

2. Processing of Personal Information & Legal Basis

Czajka will only process the Personal Information:

- To assess your residential and care needs
- To assess your financial situation
- To provide residential and care services

Czajka may ask for your consent to use photographs and videos to promote the services provided by us through electronic or hard copy means.

Next of Kin and emergency contact details are requested to help to ensure that we meet the vital interests of having points of contact for use in emergency situations or under regulatory requirements in line with the Duty of Candour.

3. Information Sharing

Czajka may share the information you provide:

- To other agencies who directly impact upon your care such as GPs, pharmacies and hospitals, consultants, Safeguarding boards
- With the organisation for whom we provide the service under a contract such as local authorities or the NHS,
- To people with Power of Attorney, Deputyship or people you have authorised access or when it is in your best interest.
- when legally required to do so, including regulatory compliance
- you have consented to disclosure.

4. Securing your information

We take care to allow access to personal data only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it. Whenever we permit a third party to access personal information, we will implement appropriate measures to ensure the data is used in a manner consistent with this notice and that the security and confidentiality of the data is maintained.



In addition, we make certain personal data available to third parties who provide services to us. We do so on a "need to know basis" and in accordance with applicable data protection and data privacy laws.

Czajka will disclose information to third parties when:

- To comply with our legal obligations, including where necessary to abide by law, regulation or contract, or to respond to a court order, administrative or judicial process
- In response to lawful requests by public authorities (including for national security or law enforcement purposes)
- As necessary to establish, exercise or defend against potential, threatened or actual litigation
- Where necessary to protect the vital interests of our employees or another person
- In connection with the sale, assignment or other transfer of all or part of our business; or
- With your freely given and explicit consent

5. Retention of Personal Information

Your Personal information will only be retained and processed as long as necessary in order to meet legitimate business interests.

For avoidance of doubt our retention periods are:

Residents records: 8 years after leaving

Residents finance records: 7 years

Accident and incident records: 10 years

6. Your rights in relation to your personal information

- i) The right to be informed – covered within this privacy notice
- ii) The right of access – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used;
- iii) The right to rectification – as soon as you become aware that some information is incorrect let your line manager know or inform the Data Protection Officer;
- iv) The right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing;
- v) The right to restrict processing – you can request that we stop any processing if the information we are processing is incorrect
- vi) The right to data portability – you can request the personal information provided by yourself, be exported to a universal format;
- vii) The right to object – to processing relating to marketing and profiling;
- viii) The right not to be subject to automated decision – making including profiling



7. How to make a complaint:

The Data Protection Officer can be contacted via:

Email: Daniel.czajka@Czajka.co.uk

Phone: 01274 599564

Post: Private & Confidential, Daniel Czajka, HR Manager, Victoria House, 66-70 Bingley Road, Saltaire, Shipley, BD18 4DJ

Alternatively please visit

The Information Commissioner's Office (ICO), please visit www.ico.org.uk