

# Core Privacy Notice

## Service Users



### 1. Who We Are:

Bon Accord Care and Bon Accord Support Services are the Data Controller for all the personal information that you provide to us, unless otherwise stated, and is registered with the Information Commissioner's Office (Ref ZA013251 and ZA013304).

Our Data Protection Officer can be contacted at [BACInfo@bonaccordcare.org](mailto:BACInfo@bonaccordcare.org) or by writing to:

Data Protection Officer  
Bon Accord Care  
1<sup>st</sup> Floor, Inspire Building  
Beach Boulevard  
Aberdeen AB24 5HP

### 2. Why do we need your personal information and our legal basis for processing:

We will have received a referral for you, either directly or from someone else. Collecting your information will allow us to assess and provide the support or aides you may require dependent on your needs, and to plan and manage, and be held accountable for the delivery of our services.

We are commissioned by Aberdeen City Council to provide health and social care services which allows the Council to meet their statutory duty. This means we understand our legal basis for processing your personal information as Article 6(1)(e) Public Task and, where we are processing special category data, Article 9(2)(h) of the General Data Protection Regulation, because this processing is necessary for the provision of health and social care treatment and the management of health or social care systems and services, as this is part of our commissioned service undertaken for the Council.

In some circumstances, we are required by law to process your information, and in these cases, we understand our legal basis as Article 6(1)(c) and Article 9(2)(h) (where the processing is relation to the provision or management of health and social care services) and Article 9(2)(g) (substantial public interest, where the processing is necessary for us to comply with another type of law).

### 3. What personal information will we collect

These are the types of information about you we will collect and use:

- a. Your name, date of birth, address
- b. National Insurance Number to ensure a unique identifier for your records
- c. Health information which will include care and support needs, any existing medical information to ensure we provide the best service and support to you
- d. Personal preferences and abilities to inform the how we can best support your to provide good outcomes for you
- e. Contact details for anyone you have chosen, or who has been appointed to act on your behalf, including friends and relatives, next of kin, persons appointed as power of attorney or guardian or any other legal status
- f. Billing details (where you have purchased a service from us)
- g. Contact records with you for example emails, letters, notes of support provided to you to help us evidence the support provided to you and evidence good outcomes for you
- h. We may require financial, legal and property information to inform an assessment for adaptations
- i. Review records and information collected about you to answer queries and resolve complaints

## 4. How we will collect and hold your information

We will collect your information in several ways:

- a. Directly from you in person, telephone, post or online
- b. From someone who is acting on your behalf;
  - i. A relative
  - ii. A formally appointed person for eg Power of Attorney
  - iii. A health care professional involved in your care and treatment
  - iv. Local authority adult and social care services

We will hold your information securely in an electronic or paper record (where required). Our electronic system has specific safeguards to compartmentalise data and access. This is to ensure your information is available as needed to the appropriate people to provide your support or manage internal functions such as administration, training or audits.

## 5. Who we may share your personal information with

Limited, relevant information about you will be shared when it is necessary with the following types of people and organisations:

- a. Professionals and agencies involved in your support. This may involve Local Authority services such as departments within Aberdeen City Council and Aberdeen City Health and Social Care Partnership, Healthcare Professionals
- b. Government and regulatory bodies (for eg Care Inspectorate)
- c. Where disclosure is permitted or required by law (for example, Police Scotland).

## 6. Your rights

You have rights to your data. For more information on your rights please visit our website <http://www.bonaccordcare.org/privacy-and-data/>

You also have the right to make a complaint to the Information Commissioner's Office. They are the body responsible for making sure organisations handle your data lawfully. [www.ico.org](http://www.ico.org)

## 7. How long we keep your information for

We will only retain your personal information for as long as necessary to fulfil the purpose we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirement.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use this information without further notice to you.