

# Hoople Privacy Notice

## Hoople care services

Hoople LTD

5/16/2022

The privacy notice for Hoople Care, to be reviewed annually



### **Information held about you**

The types of data we will process for providing care and support for vulnerable individuals and their families are:

- Name
- Address
- Date of birth
- Gender
- Next of Kin
- Disability
- Daily records
- Health needs
- Covid-19 information
- Incidents and accidents
- Any other information that may be relevant to the purposes outlined above

### **Safeguarding adults**

Hoople Ltd responds to concerns raised regarding adults who may be unable to protect themselves from abuse or harm due to the nature of their care and support needs. Practitioners aim to support people to keep safe and prevent harm or abuse from occurring or reoccurring.

### **Deprivation of liberty**

To work with adults who lack capacity to consent to care and treatment and are, placed in residential care or in hospital and are deprived of their liberty due to the nature of care and/or treatment they are receiving. Practitioners determine whether this deprivation is proportionate and necessary to ensure the person is protected from unnecessary restrictions to their freedom of movement.

### **Mental Health Act 1983 (2007)**

Approved mental health professionals are practitioners who have specialist skills and act on behalf of the council to carry out assessments under the Mental Health Act 1983 (2007), to determine whether people need to be admitted to hospital due to their mental health needs.

### **Who is processing your data**

Herefordshire Council is the data controller under data protection law, and Hoople Ltd is the data processor acting on behalf of Herefordshire Council.

### **How we will use the information we hold about you?**

We will use the information you provide in order to:

- Collect and process personal information to provide learning disabilities residential and respite services to individuals with care and support needs
- Establish if an adult is in need of support to keep themselves safe and prevent harm or abuse
- Establish if a person is deprived of their liberty and if so, whether this is both proportionate and in their best interests



- Establish if a person requires admission to hospital for treatment of their health needs
- Support adults in managing their desired outcomes
- Plan and commission services

#### **What is the Legal Basis for us to process your data?**

The legal basis for processing this data is:

- Article 6(1)(d): the processing is necessary to protect someone's life.
- Article 6(1)(e): the processing is necessary to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.
- Article 9(2)h: processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services, on the basis of Union or Member state laws.

#### **Hoople Ltd's legal obligations under the Care Act 2014**

- For the performance of a task carried out in the public interest or in the exercise of official authority
- To protect someone's vital interests
- For special category data, for medical diagnosis, the provision of health or social care treatment or the management of health and social care systems

#### **The main legislation that provides us with the statutory basis to deliver our services are:**

- Community Care Act 1990
- Care Act 2014
- Mental Health Act 1983
- Mental Capacity Act 2005
- General Data Protection Regulation (GDPR), Data Protection Act 2018

#### **Who we will share your information with**

Your information will only be shared with other teams and organisations in order to provide you with the service(s) you need. If there is a need to safeguard you or someone else, sharing the relevant information with the right people at the right time is vital to good safeguarding practice.

Personal information may be shared with the following organisations:

- Safeguarding Adults Board
- Health professionals
- Hospitals
- General Practitioners
- District nurses



- NHS Clinical Commissioning Groups
- NHS Community Trusts
- Independent agencies providing care and support
- Ambulance Service
- Police
- Fire and Rescue Service
- Financial services for benefit advice and financial assessments
- Advocacy services
- Mental health services
- Local authorities
- Court of Protection
- Office of the Public Guardian
- Support and advice services
- Local Government Ombudsman
- Independent complaint investigators

We will ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

#### **How long we keep your personal information**

We will keep your data for 8 years after the termination of service. All information will be held securely and destroyed under confidential conditions.

#### **Your rights**

Individuals have a number of rights under data protection law, including the right to request their information. To submit a request you will need to provide proof of identification and write to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or email [informationgovernance@herefordshire.gov.uk](mailto:informationgovernance@herefordshire.gov.uk)

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office. <https://ico.org.uk/>

#### **Further information**

Information you provide will only be used for the stated purpose.

If you have any questions or concerns about how your information is used, please contact the registered manager of the service in the first instance at [enquiries.hooplecare@hoopleltd.co.uk](mailto:enquiries.hooplecare@hoopleltd.co.uk) You can also contact the Data Protection Officer, Herefordshire Council, Plough Lane, Hereford HR4 0LE or email [informationgovernance@herefordshire.gov.uk](mailto:informationgovernance@herefordshire.gov.uk)

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

