



Silva Care Privacy statement- Customers

Who We Are

Silva Care Ltd gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Silva Care Ltd registered office is at **Woodland's Grange, Woodlands lane, Bradley stokes, Bristol, BS32 4JY** and we are a company registered in England and Wales under company number 06324543. We are registered on the Information Commissioner's Office Register; registration number Z1626008 and act as the data controller and data processor when processing your data. Our designated Data Protection Appointed Person is **Matthew Moore**, who can be contacted at **23, Osprey Court, Whitchurch, Bristol, Bs14 0BB**.

Information That We Collect

Silva care Ltd processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we may collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- GP and Health contact details
- Next of Kin
- Special Category Data (*i.e. health/medical information, details about religion, sexuality etc.*)
- Deputy or Appointee details if applicable.

We collect information in the below ways: -

Personal details forms

Silva care assessment records

Personal Information recording forms
Health and Social care Local authority Assessments
Health Authority assessments
Person Centered Planning Tools.

- **How We Use Your Personal Data (Legal Basis for Processing)**

Silva care Ltd takes your privacy very seriously and will never disclose, share your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us using Photographs for our social media, web site, or information leaflets you may withdraw consent at any time. ***The purposes and reasons for processing personal data are detailed below: -***

- *We collect your personal data as part of our service contract in order to provide Social care services.*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *Where applicable We have a legal obligation in certain circumstances to share your personal data with the Care Quality Commission, The Local Authority in which you receive Social Care Services, and other agencies directly involved in the Protection of Vulnerable adults.*
- *Where applicable We may need to share information with other agencies involved in the provision of Health or social care, for example to make a referral on your behalf to health services such as Physiotherapy. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

Your Rights

You have the right to access any personal information that **Silva Care Ltd** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; Where applicable, you have the right to data portability of your information.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **Silva Care Ltd** uses [**a third-party/third-parties**] to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Accountancy

IT consultancy

DBS

If you require details of the above companies, please contact our data Protection Lead- Matt Moore- 0117 9642828.

Safeguarding Measures

Silva care Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorized access, alteration, disclosure or destruction and have several layers of security measures in place, *including:* -

Restricted access

Firewalls

Anti-virus software

Encryptions.

Silva Care Ltd utilize some products that may be hosted/stored in **non-EU countries** which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: -

Our Cloud based Microsoft external server

Website

Therefore, when you **use our web site or send us an email** the personal information you submit may be stored on servers which are hosted in **non-EU countries**. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by **Silva care Ltd** to protect your data and comply with the relevant data protection laws.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **Silva care Ltd**, **except for information required in order to provide you with Health and social care services**, however, as this information is required for **us to provide legally compliant Health and social care services**, we will not be able to offer some/all our services without it.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have

carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

How Long We Keep Your Data

Silva care Ltd only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data for a minimum of 6 years after which time it will be destroyed.

Special Categories Data

Owing to the services or treatments that we offer, **Silva Care Ltd** sometimes needs to process sensitive personal information (*known as special category data*) about you. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

If you **do not** consent to us collecting and using your special category information [Health/ social care/ information for Equal opportunities monitoring for the purposes stated above, please sign below and print your name: -

Signature _____

Print Name: _____

Lodging A Complaint

Silva care Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.