

Sunderland Care and Support

Privacy Notice

APRIL 2026

Privacy Notice

Your information and how we use it

Sunderland Care and Support collects information about you to help us provide you with the best possible care and support.

We believe that our customers have the right to expect that the information we hold about them will be kept confidential and our aim is to maintain full and accurate records of the care and support we provide for you and keep this information confidential and secure.

We will only use information collected lawfully in accordance with the General Data Protection Regulation (GDPR) and future UK Data Protection legislation.

We undertake not to use any information we may hold about you for any purpose other than that for which it was collected unless we have obtained your consent.

What information do we collect?

We collect information about you and your care and support needs.

This will enable us to provide the appropriate care and support that you require. We also collect information to help our equality and diversity monitoring.

This information may be recorded in writing (i.e. in your support plan), or electronically on a computer, or a mixture of both.

The type of information we will collect:

- Personal information (such as name and address, next of kin)
- Your assessed care and support needs
- Health needs
- Religious or similar beliefs
- Racial or ethnic origin
- Information that you wish to share with us about your life and personal aspirations to help us provide you with person-centred care
- Appropriate financial information

How is the information we collect used to help you?

The information we collect may be used to help you in the following ways:

- Health and social care professionals involved in your care need accurate information about you to assess your needs and deliver the care you require
- To assess the type and quality of care you have received
- To ensure your concerns can be properly investigated if you are unhappy with the care you have received
- Assist with applications for grant or loan assistance to help fund adaptations, repairs or improvements to your home
- To Safeguard you against abuse

Do we share information about you with anyone?

There are times when it is appropriate for us to share relevant information with others to help us work together for your benefit. We may share your information with the following main partners:

- GPs
- NHS Authorities
- Local Authorities
- Fire Services
- Digital service providers, to support the delivery of services

We will not disclose your information to other third parties without your permission unless the law requires or allows information to be passed on, or there are exceptional circumstances such as the health and safety of another person is at risk.

We also may receive information from these partners in order to provide you with the best possible care and support. We will treat that information in the same way as information we have collected ourselves.

Occasions when we must pass on information include:

- Registering deaths
- Reporting some infectious diseases
- To help prevent, detect or prosecute serious crime
- If a court orders us to do so

In all cases where we must pass on information, we will only share the minimum amount of information required and where possible data will be anonymised (i.e. does not identify you personally). Anyone who receives information from us also has a legal duty to keep it secure and confidential.

We will only give information to your relatives, friends, and carers if you want us to and have given your permission.

The lawful basis on which we use this information

We need to collect and use your personal data in order to comply with the relevant legislation for providing health and social care to you. This legislation includes the:

- Health and Social Care Act 2012
- Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- Mental Health Act 1983

Our lawful bases for processing are therefore provided by:

- Article 6(1)(e) of the GDPR: we need the information in order to carry out tasks in the public interest and to exercise official authorities vested in us by these Acts
- Article 6(1)(f) of the GDPR: we need the information in order to perform the contract or agreement between us to deliver care and support services to you

Some of the information we need to hold is classed as special category information - primarily ethnicity and any health conditions. Our lawful basis for processing this data is provided by Article 9(2)(h) of GDPR - the provision of health or social care.

How we look after your information

We protect your information in the following ways:

- **Training** - Our staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of customer information
- **Records Management** - We will keep information in line with the Sunderland Care and Support Information Retention Schedule and we will only keep it as long as we need it. Data will be held on our secure Computer systems and our Paper records will be kept securely locked away. When we no longer need your information it will be destroyed by deletion of electronic records and secure shredding of paper files

- **Investigation** - If it is felt that information is being viewed inappropriately we will investigate and report our findings to you. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, or bringing criminal charges
- **Legislation** - There are laws in place to protect your information, including the General Data Protection Regulation and the Human Rights Act 1998

Requesting access to your personal data

You can find out if we hold any personal information about you by making a 'subject access request' under the Data Protection Act.

If we do hold information about you we will:

- Give you a description of it
- Tell you why we are holding it
- Tell you who it could be shared with, and
- Let you have a copy of the information in an Easy Read form

In addition, you have the right to request the rectification or erasure of your personal data, and to object to, or request restriction of, processing your data.

If you have any concern about the way we are collecting or using your personal information, we request that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at:

<https://ico.org.uk/concerns>

Data Protection Officer

We have appointed a Data Protection Officer to oversee compliance with this privacy notice. If you have any questions regarding this privacy notice or how we handle your personal information, please contact:

Mr G Clarke

Business Relationship Manager

Sunderland Care and Support, Leechmere Centre, Carmere Road, Sunderland SR2 9TQ

Email: gregg.clarke@sunderlandcareandsupport.co.uk

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