



PRIVACY NOTICE (RESIDENTS)

General

Hollow Oak Nursing Home Limited (henceforth 'Hollow Oak' or 'we' or 'us') operates a residential nursing home in Haverthwaite, Cumbria. We offer nursing and residential care for elderly residents (henceforth collectively the 'Services').

We retain and process certain pieces of personal data in relation to our residents and our prospective residents, the next of kin of our residents or prospective residents, our visitors and our employees and contractors. The way in which we can use personal data is regulated by data protection legislation, including the General Data Protection Regulation (EU) 2016/679, which is usually known as GDPR.

This notice is a privacy notice produced pursuant to GDPR which is designed to inform people using or thinking about using our Services (henceforth 'Service Users') of how we collect, use and disclose personal data.

This privacy notice only relates to residents and prospective residents. We have separate privacy notices for next of kin, visitors and employees and contractors. We will also share this privacy notice with the lawful attorneys or nominated next of kin of a Service User who is incapable of managing their own affairs.

We take our data protection obligations very seriously and have produced detailed policies setting out the individual rights of Service Users in relation to how we use personal data and how we deal with things like data retention and storage, data security, breach reporting and wider compliance with GDPR.

A number of those policies can be made available on request to Service Users. The policies which can be made available include the following:-

- Our Headline Data Protection Policy (this sets out our approach to data protection)
- Our Individual Rights Policy (this tells Service Users about their rights)
- Our Data Security Policy (this explains how we keep your data safe)
- Our Data Sharing Statement (this explains the limits on how your data is shared)

The purpose of this privacy notice is to flag up the existence of these policies and privacy notices and also to give some general advice about our data processing activities.



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Collecting and using personal data

In order to deliver Services to our Service Users, we need to be provided with certain pieces of information which GDPR defines as personal data. Very briefly, personal data is any data which might identify a living individual. This includes (but is not limited to) things like names, addresses, dates of birth, contact details for next of kin, and so on.

In addition, we need to be provided with certain pieces of information which GDPR defines as special category data. Special category data is personal data which is especially sensitive. It includes any information about a person's health and religion, which is information we may need to collect and use on an ongoing basis in order to deliver our Services properly, safely and appropriately. So, we will need to know which doctor a Service User is registered with, details of medication and medical conditions so we can provide proper care and details of religious or other beliefs that might affect things like diet so that we can tailor the provision of the Services to each Service User's specific requirements.

We do not use any personal data which we collect from Service Users for marketing purposes. Neither do we sell or supply personal data to third parties.

The personal data we gather is kept confidential and is only used for the purposes of allowing us to properly provide the Services to Service Users (either directly or with the assistance of our third-party contractors) and to deal with any requests from prospective Service Users about how we might be able to provide Services to them.

We also need to gather and use personal data to ensure compliance with any law or regulation to which we are subject including (but not limited to) compliance with our health and safety obligations. We are regulated by the Care Quality Commission and we have to share information with them at their request so that they can carry out their regulatory obligations.

We also use your personal data in order to contact next of kin or medical professionals in the event of any problems or if we have been asked us to do so for any other reason.

We also need to use personal data to identify Service Users.

We will not share personal data with anyone else except as set out in this privacy notice or in any of our wider raft of GDPR policies.



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Use of our website

We operate a website at <https://www.hollowoaknursinghome.co.uk/> (henceforth 'our Website').

If Service Users (or those acting with their authority) access our Website to find out about us or the Services we offer, we collect information which the browser sends to us automatically. This information is sometimes known as log data and may include information about the accessing computer's unique IP (Internet Protocol) address, together with details of the version of the browser being used, the pages of any of our website visited, the time and date of those visits and the time spent looking at each page. Retaining this data helps us improve our online presence and thereby improves our Services.

When Service Users (or those acting with their authority) visit our Website, they may be asked if they agree to us gathering cookies. Cookies are computer files containing small amounts of data which identify the person accessing our Website anonymously. However, although anonymous, when taken together with other sources of information, it is possible that some information contained in cookies *might* constitute personal data under GDPR.

It will normally be possible to disable cookies or to refuse to accept cookies when visiting our Website. However, if cookies are refused, it may impact on the functionality of our Website and there may not be access to all parts of the Website.

Third Party Service Providers

From time to time, we may employ or engage third parties to help us deliver part of our Services, to deliver activities which are related to our Services or to help us analyse how our Services are being used and accessed. Where our requirements are such that we need to disclose personal data to these third-party service providers so that they can carry out their tasks, we will make sure that we comply with the provisions of GDPR as regards data security.

Further information about data sharing is set out in our Data Sharing Statement.

Security Warning

Although we are committed to protecting personal data and to complying with our extensive suite of data protection policies, we should make it clear that data transmission is never 100% safe and that sometimes, notwithstanding our best endeavours, there may be breaches of data security.

In that situation, we are aware of (and will comply promptly and in full) with our obligations to



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report breaches of data protection to affected Service Users and, where necessary, to the relevant authorities.

External Links

When providing our Services, we may provide links to other service providers, either in hard copy form (such as on brochures or leaflets or newsletters) or on online platforms such as our Website.

If Service Users access any of these third parties through these links, they will be directed to those parties. Everyone should be aware that we have no control over those third parties and that they are not part of Hollow Oak. We cannot guarantee that third parties have appropriate data protection policies in place and by making links available, we are making no representation as to the security of personal data should a Service User (or someone acting with their authority) choose to use those links.

We would strongly recommend that in every case, Service Users (or those acting with their authority) check the data protection regime of any third party before linking to them. Hollow Oak cannot be held responsible for any issues which arise as a result of the use of such links.

Child Protection

We do not target our Services at children and neither do we collect information from children save in specific circumstances related to the provision of certain parts of our Services, which are covered in more detail in the relevant privacy notices and supporting documentation.

In the unlikely event that we need to retain or process data relating to a child, we will ensure that the child's parent or guardian has all the information they require in advance of data processing activity.

Changes to this Privacy Notice

We may update this privacy notice from time to time to reflect changes in law or changes in our data protection regime.

Any changes will usually be effective immediately that an updated version of this privacy notice is issued.



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Contact Us

If you have any questions or suggestions about this privacy notice or about any other aspect of our data protection regime, please do not hesitate to contact us at phill@hollowoaknursinghome.co.uk marking your correspondence “Data Protection Query”.

We will endeavour to respond to any request as soon as reasonably practicable.