



Privacy & Data Protection Notice for Families

PBS4 are committed to protecting the privacy of the people we support. We have been updating our data protection accordance with the [EU General Data Protection Regulation \(GDPR\) 2018](#). If you have any questions regarding our management of your family members personal data, or wish to lodge a complaint about how we use personal data, please contact:

Data Protection Officer -
PBS4
11, Freemantle Business Centre, Millbrook Road East
Southampton SO15 1JR
Email: feedback@pbs.org.uk

How do we collect information?

- **Information we develop:** We complete assessments, develop support plans and risk management plans, and complete a daily record of what we do. You may be involved in generating this information or providing information that helps us with this.
- **Information we receive:** We may receive information from others like professional assessments.

How do we use this information?

We use personal information to provide your family member with the support services we are commissioned to provide. This information is stored on secure web based systems that we give permission to employees to access. This is only shared with employees involved in supporting your family member.

Sharing this information with employees ensures everyone knows and understands the needs of your family member, and they are able to record confidentially the support that they have provided.

We may use this data for the purposes of analysis, based on information that we have developed to support our service development.



We are committed to working in partnership with families. We will agree with you, and if possible with your family member, how we will share information with you. There may be restrictions on what we can share with you. This will be discussed with you by the manager of the support we are providing. You may also have deputyship for the health and welfare of your family member and this may mean you have a duty to receive certain information. Whatever your circumstances we will agree with you from the start how we will communicate with you and what information we will share.

We have a legal duty to keep this information. People who regulate us may request access to the personal information we hold. This could be the Care Quality Commission, Safeguarding Adults Teams, commissioning authorities, or the police.

The data is shared securely and subject to safe disposal terms. We will only hold information as long as we need it. Some information we may need to keep for up to seven years after we finish providing support. This is in case we need to legally respond to what we have provided. Full details of how long we hold information for are available upon request.

We will not use your family members personal data for any other purpose without consent or agreement that using it is in their best interest.

We do not pass on your family members data to any other third party without their express permission, it is deemed in their best interest if they are unable to give permission, or unless we are required to do so by law.

We may send you global communications that we send to other families, such as newsletters or information of interest. If you would prefer that we do not do this, please let us know by emailing feedback@pbs4.org.uk or calling **023 8098 7462**

How do we protect personal information?

We use secure web based systems. Only people we invite to access these systems have access and this access is password protected. We have ensured that these systems meet our legal requirements for data security. Our work is also governed by our policies on data protection.

Subject access requests



Individuals have a right to make a 'subject access request' to gain access to personal information that the organisation holds about them. This includes:

Confirmation that their personal data is being processed

- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual.

Subject access requests must be submitted in writing, either by letter or email to the Data Protection Officers. They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If employees receive a subject access request they must immediately forward it to the Data Protection Officers.



Other data protection rights of the individual:

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it employees also have the right to:

- To be provided with any and all information held about them, within one month, and free of charge (known as the Data Subject Access Request or DSAR).
- To have their personal data erased, within one month and free of charge (known as the Data Subject Erasure Request or DSER)
- To have incorrect or incomplete information rectified, within one month and free of charge (known as the Data Subject Request for Rectification or DSRR). When the request has been completed, the data subject to be informed in writing.
- To have any or all processing of their personal data restricted - the processing is to be suspended until the processing in question has been resolved.
- To object to specific forms of processing, such as marketing, automated decision making and profiling. When such an objection is received from the data subject, PBS4 will ensure it ceases the processing without delay.
- To have their personal data provided in a readable format and portable to another organisation.
- To lodge a complaint with the regulating authorities.
- To claim compensation from the data controller, data processor or the supervisory authority for any infringement of their rights.

PBS4 also recognises that data subjects can complain about:



- How their personal data has been processed
- How their request for access to data has been handled
- How their complaint had been handled
- Appeal against any decisions made following a complaint

PBS4 will handle any complaints in accordance with the complaints procedure.

Changes to this notice

We reserve the right to amend this privacy notice so please do check back from time to time. If we do so, we will post notice of the change on our website and make every effort to inform you of any material changes to the policy.

Access to this notice is provided to families by making it publicly available on our website and shared when requested.