

BrighterLife Care Privacy Notice



In order to provide a professional care service and meet statutory requirements, it is necessary for me to collect and record information about children, young people and their families.

BrighterLifeCare are registered with the Information Commissioners Office as a data controller and acknowledge and agree that any personal data that we handle will be processed in accordance with all applicable data protection law.

This privacy notice informs you about:

- What information is collected about your child/ young person and you as a parent / carer;
- The methods used to collect and securely store this information;
- What the information is used for;
- Whom information is shared with and why;
- The methods used to share information;
- How to request access to any data held about you and your child

The type of information that we collect, store, process, and share includes:

- Personal Information (such as names, dates of birth, family composition, contact information and emergency contact details)
- Special categories (sensitive information) such as health/medical information, ethnicity, religious and cultural beliefs, additional support needs, and details of any other services involved)
- Characteristics and Preferences (such as; nationality, language, dietary requirements, likes and dislikes, daily routine information)
- Attendance Information (such as sessions attended, absences and reasons for absence / non-attendance)
- Sessional activity/ plans
- Incidents, accidents or reports.

We collect this information for the following purposes:

- To ensure the wellbeing of all children, young people and adults and meet individual care needs;
- To meet our statutory obligations as a care provider;
- To respect family / carers beliefs and where possible tailor care to support existing routines, lifestyle choices, and preferences;
- To monitor and report on progress and development of the young person receiving care;
- To access additional support services where applicable;
- To access financial support or funding for eligible families;
- To comply with the law with regards to data sharing;
- To regularly assess the quality of my care service;

The lawful basis for processing this information:

We collect and ~~use~~ process information about children, young people, adults, and families on the basis of legal obligation, in order to meet our statutory requirements as a care provider, and for the legitimate interests of everyone associated with BrighterLifeCare services. We may also process special category data (for example details about ethnicity, religion, cultural preferences, diet or health) where explicit consent has

been given for the purposes of meeting individual needs and care preferences.



Collecting Information

Whilst the majority of information collected is mandatory in order for us to meet the statutory requirements of a care provider (for example from Health and Social Care Standards. In order to comply with the General Data Protection Regulation, I will inform you whether you are required to provide certain information or if you have a choice in this. In all circumstances, any information I request is always for the purposes of delivering high quality care and improving outcomes for your child or young person.

Data Collection and Storage Methods

we use the following methods to collect information and ensure it is stored securely:

- Paper forms, printed records and photo copies – Stored in locked filing cabinet
- Electronic forms, emails, photographs, videos – Stored on business computer with both password and virus protection
- Online System / Web Application – Secured with password and hosted in the UK by a reputable company with their own security measures and data protection procedures as a requirement of the General Data Protection Regulation.

Retention Period – How long is data stored for?

Information that has been collected about an individual and their families will be retained until it is no longer required for business purposes or any legal obligations. In the majority of circumstances this will be no longer than 3 years after the individual receiving care has left BrighterLifeCare. However to comply with insurance requirements, any information relating to safeguarding and welfare must be retained until a child is 21 years and 3 months old.

Any information that is not passed on to parents or forwarded to a future care provider and is no longer required will be destroyed. Paper documents will be shredded and any digital information will be permanently deleted.

Sharing Information with parents and carers

We will share information with parents (and any other named individuals parents have included on a signed Multiple Contact Information Sharing Form) via the following methods:

- Verbally – face to face discussions or via telephone
- In writing / paper form – letters, forms, contact diaries, learning journals, progress reports
- Digitally – Emails (including activity reports sent via secure online childcare system / web application), Text Messages, Private Facebook Page / Whats App Messages

If there are any methods of communication you would prefer not to be used, please discuss this with Rebekah Andreassen.

Sharing Information with others

Any information given to us, either verbally or in writing, regarding your child/ young person or your

family will be treated as private and confidential, however certain situations may require us to share details with others. These situations include:

- Provide evidence to The Care Inspector on request or inspection.
- To work efficiently with our staff to ensure continuity of care.
- To seek advice from other professionals for example to assist with additional support or medical needs.
- To the support wellbeing and development where there is to be a shared care arrangement.
- To apply for funding or gain additional support services.

Where information about your child/ young person is to be shared with others, we will ask you to sign a Data Sharing Agreement to ensure that you understand fully understand who information is being shared with and the reasons for this. Only in exceptional circumstances, for example in an emergency situation or where there are safeguarding concerns, will information be shared without consent in order to inform the emergency services, alert the local safeguarding team or notify the police.

Displaying and Publishing Information

In order to share service user experiences and achievements with families, we like to display photographs of what we do during 1:1 sessions, places we have visited, activities and examples of any individuals achievements whilst being support by BrighterLifeCare. We may also include photographs and share news about individuals in newsletters, on the BrighterLife Care website, private Facebook page or information / welcome booklets which may be viewed by existing, previous and prospective families. We, will ask for parental consent for this and will respect your wishes if you would prefer any images or material specifically relating to your child / young person not to be included.

Requesting Access To Data

Under data protection legislation, you have the right to request access to information that we hold about you and your child/ young person. To make a request for personal information, or if you would like access records relating to you, please do not hesitate to ask me in person or contact me via email or telephone to make a request.

Your rights:

- The right to be informed
- The right of access
- The right if rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object personal data that is like to cause, or is causing damage or distress
- Rights in relation to automated decision making and profiling

If you have a concern about the way we are collecting or using your personal data, I request that you raise your concern with me in the first instance so that I can work with you to resolve the situation. Alternatively,

you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>



Changes to Privacy Notice

This privacy notice will be reviewed regularly and updated as necessary to reflect any changes to data collection or processing methods.

If there is anything in this privacy notice you would like to discuss, please do not hesitate to contact me.

Rebekah Andreassen (BrighterLifeCare)

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