



Sunflowers Care Ltd Privacy Notice

(How we use personal information)

Sunflowers Care Ltd is classed as a 'Data Controller' under the Data Protection Act 1998 and the General Data Protection Regulation 2018 (GDPR). Sunflowers Care Ltd is registered with the Information Commissioner's Office and follows the principles of the GDPR. This privacy notice covers all customers of Sunflowers Care Ltd.

We take your privacy seriously and this notice outlines what sort of personal data we collect, why we do this, how long we store it and who we share it with. Access to personal data is only available to those who need it for a specific purpose.

1. The categories of customer information that we collect, process, hold and share include:

- personal information (such as name, contact details, date of birth, emergency contacts gender, age)
- special categories of data including characteristics information such as ethnic group and disability
- bank details of staff / providers
- relevant medical information
- relevant social care information

2. Why we collect and use this information

We use staff and customer data to:

- Ensure we are able to safely and effectively provide comprehensive nursing care for children with complex health and medical needs in a residential setting (both short break and long term)
- Inform and tailor the services we provide, based on our customer feedback
- Provide information to supporters and funders
- Recruit and maintain a qualified and trained professional workforce
- Comply with government directives in terms of enrolment to the workforce pension
- Ensure payment of staff salaries

3. The lawful basis on which we process this information

We process this information under

- Data Protection Act (1998) (until 25 May 2018)
- General Data Protection Regulation (from 25 May 2018) Article 6(1)(b) – contract

4. Collecting this information

In order to comply with data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this. Where necessary we will ask for your consent.

5. Storing this information

We have a comprehensive [Information Security Policy](#) which details the processes for storing, archiving and destroying personal information.

6. Who we share this information with

We routinely share this information with:

- Royal London Pensions Team
- PSC Payroll provider service
- Dox Bond Secure Storage Provider
- Health, Education and Social Care teams for the child
- Therapeutic practitioners working with the children

7. Why we share customer information

We do not share information about staff or customers with anyone without consent unless the law and our policies allow us to do so.

8. Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact by email info@sunflowers-care.co.uk or by phone 01954 252138 or write to C/O Caldicott Guardian, 197 High Street, Cottenham, Cambridge, CB24 8RX

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we ask 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/>

9. Further information

If you would like to discuss anything in this privacy notice, please contact:

Caldicott Guardian at Sunflowers Care Ltd by email info@sunflowers-care.co.uk or by phone 01954 252138 or write to Caldicott Guardian, Sunflowers Care Ltd, 197 High Street, Cottenham, CB24 8RX.