

Privacy notice – Access to Health Records Requestors

PENDINE IS COMMITTED TO PROTECTING THE PRIVACY AND SECURITY OF YOUR PERSONAL INFORMATION. THIS PRIVACY NOTICE DESCRIBES HOW WE COLLECT AND USE PERSONAL INFORMATION ABOUT YOU, IN ACCORDANCE WITH THE GENERAL DATA PROTECTION REGULATION (GDPR), TO MAKE SURE YOU STAY INFORMED AND CAN BE CONFIDENT ABOUT GIVING US YOUR INFORMATION.

In this notice, whenever you see the words ‘we’, ‘us’, ‘our’ and ‘Pendine’, it refers to Pendine Park Care Organisation Ltd (our ICO registration number is Z2840886), and its subsidiary companies, which includes the training company Pendine Academy of Social Care Ltd (ICO registration number ZB549159), which also trades under the brand name Smartcare Training.

Whenever you see the words ‘you’ and ‘your’, it refers to *individuals* whom Pendine retain some personal information. These *individuals* are those making a request to view the written health records of a deceased Pendine client under the Access to Health Records Act 1990 and include a Personal Representative, that is a person holding the Grant of Probate or holding Letters of Administration regarding the deceased person’s estate, or a person who has a claim arising from the death of the deceased or any other person considered by the Company.

This, and all our current Pendine Privacy Notices, are available on our website, at www.pendinepark.com/privacy.html

Our Responsibilities and Data Protection Principles

Pendine is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we hold on you...

Personal data, or personal information, means any information about an individual that can identify that individual. It does not include data where the identity has been removed (anonymous data). There are “special categories” of more sensitive personal data which require a higher level of protection (however, we will not collect, store, and use your more sensitive personal information.)

We will collect, store, and use the following categories of personal information about you:

CATEGORY	DATA TYPES
Personal Details	Name and title
Personal Identification Details	Photographic ID and copies of the relevant documentation required to process the request
Contact Details	Your contact address, telephone numbers and email address to support the processing of the request

How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information, where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.

We use your information to process your request to view health records of a deceased Pendine client under the Access to Health Records Act, and as required by the Act.

Data sharing

We will not share your information with any third party or other companies outside of Pendine unless there is a legitimate reason for doing so or on your request (such as with your solicitor).

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator (i.e., the ICO) of a suspected breach where we are legally required to do so.

Retaining your information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements..

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and check that we are lawfully processing it.
- Request correction and erasure of the personal information that we hold about you.
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information.

If you want to review, verify, correct, or request erasure of your personal information, object to the processing of your personal data, please contact the Admin Department in writing. You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you have any questions about this Privacy Notice, please contact the Admin Department at

Bromfield House, Ellice Way, Wrexham LL13 7YW

or telephone: 01978 720242

or email: admin@pendinepark.com