

Marian House Privacy Policy



We are committed to protecting and respecting your privacy. This Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be handled and processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation ((EU) 2016/679) (**GDPR**) the following terms are used in this Privacy Policy:

Personal Data means any information relating to an identified or identifiable natural person, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information. It can also include financial and credit card information, personal description and photograph.

Sensitive Personal Data means any personal data but includes the racial or ethnic origin of the individual, their political opinions, their religious or philosophical beliefs, their membership of a trade union, their physical or mental health or condition, their sexual life, the commission or alleged commission by them of any offence, any proceedings for any offence committed or alleged to have been committed by them, the disposal of such proceedings or the sentence of any court in such proceedings, genetic data; and biometric data where processed to uniquely identify a person (for example a photo in an electronic passport).

Data Controller means the person or organisation who determines the purposes for which and the manner in which any personal data is processed.

Walmley Care Home Ltd T/A Marian House Nursing Home, 32 Walmley Ash Road, Walmley, Sutton Coldfield, B76 1JA (as defined and detailed in this policy and our website (Site) as “We”) are the Data Controller. We can be contacted at the above address or by email: admin@marianhouse.co.uk

Our Data Protection Officer is Josephine Stinton who can be contacted on 0121 240 8000

Information we may collect from you

We may collect and process the following Personal Data about you:

a. Information that you provide by filling in forms on our Site. This includes information provided at the time of registering to use our Site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by us, and when you report a problem with our Site.

b. information that you provide to us when we provide to you our health care and social services to you, including, but not limited to, your name, address, date of birth, medical records, GP details, NHS number, next of kin and emergency contact details and financial information.

c. If you contact us, we may keep a record of that correspondence, whether by letter, email or telephone.

d. We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

e. Details of transactions you carry out through our Site and of the fulfilment of your orders.

f. Details of your visits to our Site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

We may also need to collect from you Sensitive Personal Data, such as information concerning any medical conditions, disabilities and special requirements. We need this in order to be able to handle any particular needs you may have and so that we can provide the best care possible. Sensitive Personal Data is handled with your express consent and such data will only ever be processed strictly with the intention of our providing to you the services you have asked us to provide to you.

Our legal bases for handling this data are to enable us to perform a contract with you for the provision of health and social care services and in addition, processing the personal data is necessary for the purposes of our legitimate interests as Data Controller in ensuring you receive those services.

IP addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

Cookies

Our Site uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our Site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we employ security measures designed to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

We use information held about you in the following ways:

- a. To carry out our obligations arising from any contracts entered into between you and us.
- b. To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- c. To allow you to participate in interactive features of our service, when you choose to do so.
- d. To notify you about changes to our service.

Disclosure of your information

We may disclose your personal information to:

- a. any member of our Group of Companies (our subsidiaries, our ultimate holding company and its subsidiaries);
- b. data processing companies, mailing houses and other third parties working on our behalf (whether directly or indirectly).

We will only use this information subject to your instructions, data protection law and our duty of confidentiality. We will not share your information for marketing purposes with companies outside of our group.

We may disclose your personal information to third parties:

- a. If we are under a duty to disclose or share your personal data in order to comply with any legal, regulatory or statutory obligation, or in order to enforce or apply our terms and conditions; or to protect our rights, property, or safety, or those of our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- b. Every now and again, requests are received for information from government departments, the police and other enforcement agencies. If this happens, and there is a proper legal basis for providing your information, it will be provided to the organisation asking for it.
- c. In the event that we sell or buy any business, assets or shares, in which case we may disclose your personal data to the prospective seller or buyer of such business, assets or shares, provided that they have entered into the appropriate non-disclosure agreements and have confirmed that they have policies that similarly protect your personal data.

Marketing

Any information that you choose to give us will not be used for marketing purposes by us. We will hold your Personal Data only for the purposes of providing to you our business services you have requested from us.

We would like to send you information about services and products of which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of our group.

If you no longer wish to be contacted for marketing purposes, please email admin@marianhouse.co.uk

Access to your information, correction and deletion- your rights

The GDPR grants you the right to access particular Personal Data that we hold about you. You therefore have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address: Marian House Nursing Home, 32 Walmley Ash Road, Sutton Coldfield, B76 1JA.

We shall respond promptly to any such request and in any event, within one month from the point of receiving the request and all necessary information from you. In certain circumstances, we may make a small charge of £10 for this service. Our formal response will include details of the Personal Data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for Processing; and
- The persons or entities with whom we are sharing the information.

You also have the right to receive your Personal Data in a structured, commonly used and machine-readable format and have the right to ask us to transmit it to another controller if technically possible.

We want to make sure that your Personal Data is accurate and up to date. You may ask us to correct or remove without delay any information about you that you think is inaccurate by emailing us at admin@marianhouse.co.uk or writing to us at the above address.

You have the right to seek a restriction of the processing of your Personal Data in certain circumstances. Further, you have the right to lodge an objection if you feel that one of the grounds relating to your particular situation apply. When you exercise your right to object, we must stop any processing unless we can show compelling legitimate grounds for the Processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Should you wish for us to completely delete all information that we hold about you, you should please contact the Data Protection Officer Josephine Stinton, who can be contacted at manager@marianhouse.co.uk

How long will we hold your data for?

We keep information for 6 years after the contracts in place come to an end. This period is in line with the length of time needed to fulfil our services to you taking into account our need to meet all legal, statutory and regulatory obligations with which we are bound to comply.

You will have the opportunity to opt out or update or delete Personal Data at any point should you need to do so and details are set out in this policy as to how to achieve this.

Our need to use your personal information will be reassessed on a regular basis and we will dispose of Personal Data which we no longer require.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you give to us may be transferred to countries outside the European Economic Area. For example, some of our third-party providers may be located outside of the EEA. Where this is the case we will take steps to make sure the right security measures are taken so that your privacy rights continue to be protected as outlined in this policy. By submitting your Personal Data, you are agreeing to this transfer, storing or processing. Where our third-party suppliers are in the US we have ensured that their services fall under the "[Privacy Shield](#)" whereby participating companies are deemed to have adequate protection and therefore facilitate the transfer of information from the EEA to the US.

If you use our services while you are outside the EEA, your information may be transferred outside the EU to give you with those services.

Complaints

If you feel that your personal data has been processed in a way that does not comply with the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then inform you of the progress and outcome of your complaint. The supervisory authority in the UK is the [Information Commissioner's Office](#).

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 3rd May 2018

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: admin@marianhouse.co.uk
- Or write to us at: Marian House Nursing Home, 32 Walmley Ash Road, Walmley, Sutton Coldfield B76 1JA