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## PRIVACY NOTICE

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### BACKGROUND:

Local Solutions understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our service users and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

### 1. Information About Us

Local Solutions Limited by Guarantee  
Registered Number: 1792921  
Charity Number: 515060  
VAT number: 4148562-49

Registered/Provider Address: Mount Vernon Green  
Hall Lane  
Liverpool  
L7 8TF

#### Location Addresses:

Scotland Road Branch 286 – 316 Scotland Road Liverpool Merseyside L5 5AE	Cherryfield Drive Branch Changing Lives 101-105A Cherryfield Drive Kirkby Merseyside L32 8SA	Cherry Tree House 95 – 119 Cherry Tree Road Moreton Wirral Merseyside CH46 9RE
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Data Protection Officer: Ursula Harrison  
[Dpo@localsolutions.org.uk](mailto:Dpo@localsolutions.org.uk)  
0151 705 2446  
Mount Vernon Green  
Hall Lane  
Liverpool  
Merseyside  
L7 8TF

We are regulated by the Care Quality Commission.

### 2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simple terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

#### 4. **What Are My Rights?**

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

#### 5. **What Personal Data Do You Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us);

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Information required to access the location in which your service is provided;
- Telephone number;
- Payment information;
- Information about the things that are important to you, your preferences and interests;
- Details about how your religion, ethnic or racial background may impact how we can meet your care needs in a person centred way;
- Details of your emergency contacts;
- Details of your medical history and assessed social care needs;
- Details of the health and social care professionals involved in meeting your health and social care needs;
- Details of any advanced decisions that you have made, including Lasting/Enduring Powers of Attorney that relate to the service that we provide;
- Details of any advocates involved in decisions about your care that relate to the service that we provide;
- Details about you, your service, and the environment in which your service is provided to you in order to ensure that we can provide your service safely;
- Any pin numbers/code numbers that we may need to provide your care service to you

Your personal data is obtained from one of the following third party, depending on the commissioners of your service:

- Liverpool City Council
- St Helens Council

- Wirral Borough Council
- Liverpool Clinical Commissioning Group
- St Helens Clinical Commissioning Group
- Riverside Housing Association
- Sefton Metropolitan Borough council
- Knowsley Metropolitan Borough council

## 6. **How Do You Use My Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

- Supplying services to you. Your personal details are required in order for us to enter into a contract with you and/or the commissioning statutory authority
- Personalising and tailoring our service to your needs
- Providing relevant information to statutory bodies responsible for meeting your health and social care needs
- Supplying you with information, this may include sending you letters or contacting you about updates to the service that we provide to you or to seek your views about the service that we provide to you
- Communicating with you, this may include and responding to e-mails, letters or calls from you
- Managing your account, if you have a private contract with Local Solutions

If you choose not to provide all the personal data that we require in order for us to meet our statutory and contractual obligations we will not be able to provide a service to you.

## 7. **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

- 7 years from the date of the end of the contract for the service that we provide to you and 25 years if your records relate to any safeguarding enquiries

## 8. **How and Where Do You Store or Transfer My Personal Data?**

We may store or transfer some or all of your personal data in countries that are not part of the European Economic Area (the “EEA” consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as “third countries” and may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that we will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR including:

- Develop data sharing agreements with any third parties based outside of the EEA

The security of your personal data is essential to us and to protect your data, we take a number of important measures, including the following:

- Restricting access to your data through the use of systems and assets that require individual usernames and passcodes
- Storing data in a way that access can be restricted remotely in the event of a data breach
- Ensuring that access to your data by employees is restricted only to that which the individual needs for the reasons stated above
- Ensuring that any physical data is stored securely
- Requiring that all employees complete training in relation to the appropriate management of your personal data

## 9. **Do You Share My Personal Data?**

In some limited circumstances, we may be legally required to share certain personal data, which might include your own, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a

government authority. For example, we may need to share personal information about you if instructed to do so by the Care Quality Commission, who regulate our service. We may also be required to share your personal information with health and social care bodies to ensure that your health and social care needs are met.

During the current outbreak of COVID19 we may need to share your personal and sensitive data with other care providers, this would be a temporary arrangement to ensure the service you require continued to be delivered. Local Solutions would remain responsible for the provision of the service and we confirm other organisations that we subcontracted to are council approved providers and subject to the same standards as Local Solutions.

We contract with the following third parties to supply services that support us to deliver a service to you. In some cases, those third parties may require access to some or all of your personal data that we hold:

- OneTouch Telecare, provides software to us so that we can provide a personalised service to you, communicate effectively to respond to any changing needs of preference that you may have and to monitor the delivery of your service. OneTouch Telecare is based within the EEA.
- Everylife Technologies provides software to us so that we can provide a personalised service to you through digital care planning, care management and monitoring. Everylife Technologies is based within the UK.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

We may sometimes contract with third parties (as described above) that are located outside of the European Economic Area (the "EEA" consists of all EU member states, plus Norway, Iceland, and Liechtenstein). If any personal data is transferred to a third party outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained above in Part 8.

## 10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

## 11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Judith Webb):

Email address: [jwebb@localsolutions.org.uk](mailto:jwebb@localsolutions.org.uk)

Telephone number: 0151 305 9987

Postal Address: Mount Vernon Green, Hall Lane, Liverpool, L7 8TF

## 12. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website ([www.localsolutions.org.uk/homecare](http://www.localsolutions.org.uk/homecare)) or by post.