**Privacy notice – Living in our residential homes**

You have a legal right to be informed about how the Together Trust uses any personal information that we hold about you. To fulfil this, we provide a ‘privacy notice’.

Personal information is any information that relates to you that can be used directly or indirectly to identify you. This includes information such as your name, date of birth and address as well as information relating to the support you receive from us. This may also include sensitive personal information, such as any medical details, your religion or ethnic group, photos and video recordings.

This notice explains how we collect, store and use personal data about those who live in our residential care homes, like you.

# Who we are

**The Together Trust** is a charity that offers care, support and special education to children, adults and families.

The Together Trust has a wide range of **residential homes and services**, located in the North West of England for children, young people and vulnerable adults aged between 5 and 30 years.

The Together Trust has a Data Protection Officer who can be contacted;

By email: [dataprotection@togethertrust.org.uk](mailto:dataprotection@togethertrust.org.uk)

Or by writing: DPO, Together Trust Centre, Schools Hill, Cheadle, SK8 1JE

# The personal data we hold

We hold personal information about you to make sure we can support you when you use one of our outreach services. For the same reasons, we get information about you from some other places too including; local authorities; health agencies; police; education providers and commissioned delivery partners.

* Name, address, date of birth
* Identification documents
* Relationships Information, Next of kin, family circumstances
* Referral/Assessment Information
* Safeguarding information/Child Protection information. Confidential child protection/Safeguarding records may be held and do not need consent from a Parent/Guardian.
* Details of any support received, including care packages and plans
* Photographs/CCTV Images
* Financial assessment and details

We also collect, use, store and share (when appropriate) information about you that falls into "special categories" of personal data. This refers to information, which is more sensitive to you and therefore needs greater protection from us. This includes data such as:

* Information about your characteristics, like your ethnic background or religion
* Information about any medical conditions or disabilities you may have

# Why we use this data

We use this data to:

* Support you and monitor your progress
* Monitor and report on your care to our local authority
* Ensure you have appropriate physical and emotional care
* Protect your welfare and safeguard you
* Deliver service planning
* Assess the quality of our services
* Prevent/detect crime

# Our legal basis for using this data

We only collect and use your personal data when the law allows us to. Most commonly, we process it where:

* We have a legal obligation (primarily the Children’s Homes Regulations, 2015)
* We have contractual obligations (i.e. to your local authority)
* We have a legitimate interest (i.e. to improve our service care)

Less commonly, we may also process personal data in situations where:

* We have obtained consent from you to use it in a certain way
* We need to protect the individual’s (or another persons’) vital interests (i.e. in a medical emergency).

Where we have obtained consent to use individuals personal data (i.e. photographs), this consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

# Our basis for using special category data

For ‘special category’ data (more sensitive personal information), we only collect and use it when we have both a lawful basis, as set out above, and one of the following conditions for processing as set out in data protection law:

* We have obtained your explicit consent to use your information in a certain way
* We need to protect an individual’s vital interests (i.e. protect your life or someone else’s life), in situations where you’re physically or legally incapable of giving consent
* The information has already been made obviously public by you
* We need to use it to make or defend against legal claims
* We need to use it for public health reasons, and it’s used by, or under the direction of, a professional obliged to confidentiality under law

# Collecting this information

While the majority of information we collect about you is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information, we make it clear whether providing it is required or optional. If it is required, we will explain the possible consequences of not providing it to us.

# How we store this data

We keep personal information about you whilst you are in our care. We also keep it after you leave for a minimum of 75 years from date of birth. This is in order for us to comply with our legal responsibilities. This data is kept securely. We may also keep some of your information after this period for research purposes.

In general, we will try to keep data only for as long as we need it and will securely destroy it afterwards.

You can request our full retention schedule by contacting our [Data Protection Officer.](mailto:dataprotection@togethertrust.org.uk)

# Who we share data with

We do not share information about you with any third party without consent, unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information with:

* Your local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and care targets
* Your family and representatives
* Educators
* Our regulator, Ofsted
* Suppliers and service providers – (such as IT systems or cloud storage providers). We have a contract with these services to make sure your personal data will be kept securely and only in agreement with the Together Trust’s rules.
* Professional advisers and consultants
* Police forces, courts, tribunals
* Government Agencies
* Other organisations who provide care and support to meet your needs

# Transferring data internationally

If we ever have to transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

# Individual’s rights regarding personal data

You have a right to make a request to see the personal information that we hold about you. This is called a ‘subject access request’.

Your parents or guardians can make a request to see your information if you are under 12 or where you have provided consent.

If we do hold information we will:

* Give you a description of it
* Tell you why we are holding and processing it, and how long we will keep it for
* Explain where we got it from, if not from you
* Tell you who it has been, or will be, shared with
* Let you know whether any automated decision-making is being applied to the data, and any consequences of this
* Give you a copy of the information within 30 days

Individuals also have the right for their personal information to be passed electronically to other organisations in certain circumstances.

# Other rights

You also have other rights regarding how your personal data is used and kept safe. This includes the right to:

* Say that you don’t want your personal information to be used
* Stop it being used to send you marketing materials
* Say that you don’t want it to be used for automated decisions (decisions made by a computer or machine, rather than by a person)
* In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
* Make a complaint to the Information Commissioner’s Office or claim compensation if the data protection rules are broken and this harms you in some way

The Together Trust has produced a guide [‘Know you rights’](https://www.togethertrust.org.uk/sites/default/files/Know%20your%20rights%20V2.pdf) to explain these in more detail. To exercise any of these rights please contact our [Data Protection Officer.](mailto:dataprotection@togethertrust.org.uk)

# Complaints

We take any complaints about our collection and use of your personal information very seriously.

If you think that our collection or use of your personal information is unfair, misleading or inappropriate, or have any other concern, please raise this with us in the first instance by contacting our Data Protection Officer.

You can also make a complaint to the Information Commissioner’s Office:

* Report a concern online at <https://ico.org.uk/make-a-complaint/>
* Call 0303 123 1113
* Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

# Contact us

If you have any questions or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Officer:

* By email: [dataprotection@togethertrust.org.uk](mailto:dataprotection@togethertrust.org.uk)
* Or by writing: DPO, Together Trust Centre, Schools Hill, Cheadle, SK8 1JE