KINGDOM
Support & Care

Fair Processing Notice

If you need this publication in larger print, audio, Braille, or in another language, please contact our office and we will try to help you

HAPPY TO TRANSLATE

Approved: October 2024
Next Review: October 2025

FAIR PROCESSING NOTICE

1. Introduction

This notice explains what information we collect, when we collect it and how we use it. During the course of our activities we will process your personal data (which may be held on paper, electronically or otherwise) and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

2. Who are we?

Kingdom Support and Care is a Community Interest Company and a wholly owned subsidiary of Kingdom Housing Association. As a Private Limited Company Registration Number SC45491 and having our Registered Office at Saltire Centre, Pentland Court, Glenrothes, KY62DA we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act 2018 and the UK General Data Protection Regulation, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA222159 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Calum Kippen. Any questions relating to this notice and our privacy practices should be sent to him at kingdom@kha.scot

3. How we collect information from you and what information we collect

We collect the following information from you through various ways

(i) directly from you; or
(ii) third parties (including Partners, Suppliers, Support Agencies, Police and Local Authorities)
(iii) CCTV

We collect information about you;

- When you apply to us for support and care services;
- When you are referred to us for support and care services;
- When you enter into a service level agreement with us;
- When you book into our homeless accommodations;
- When you apply for a student placement;
- When you enter into our offices (CCTV);

We collect the following information about you:

Name	Address	Date of Birth	Contact Number
Client Group	Email Address	NI Number	Support Needs / Disabilities
Car Details	Medical History	Will/Funeral Bonds	Next of Kin/Tutor
PVG Number (Students)	Staffing Preferences	Record of schedule one offenders	Sex
CCTV Images	Welfare/Guardianship orders	Criminal Records	Age
Protected characteristic information (optional): Gender, Ethnicity, Religion, Sexual Orientation, Pregnancy/Maternity, Relationship Status			

We receive the following information from third parties:

- Referrals from Local Authorities;
- Referrals from Health Services;
- Referrals from family and/or carers;
- Placement information from College/Training for Work Tutors;
- Complaints or other communications about behaviour or alleged breaches of the terms of your contract with us, including information from Police Scotland, Court and Local Authorities;

4. Why we need your information and how it will be used

- To provide support and care services to you;
- To provide care at home services to children;
- To manage our homeless service;
- To work in partnership with third parties;
- To provide student placements;
- To report to our funding and regulatory bodies;
- To contact you about any changes to our services which may affect you;
- To contact you for your views on our services;
- For the prevention of crime and public safety (CCTV)
- For reporting to Regulatory Bodies and other stakeholders including family/carers;
- For reporting to Police, Local Authorities and Health Services and their representatives;
- Equality and diversity reporting
- For research, performance and to carry out satisfaction reports

5. Sharing of your information and why we need to share it

We may need to share some or all of the information we hold about you with other bodies or stakeholders such as:

- Local authorities
- Health authorities
- Multidisciplinary Teams and/or other professionals involved in your health, support and care needs
- Regulatory Bodies eg Care Inspectorate, Scottish Social Services Council (SSSC)
- Welfare Guardians
- Police and other legal bodies

We need to share your information if asked to do so:

- To report to our funding bodies as part of our contract compliance requirements
- To report to our regulatory bodies as part of our legal compliance requirements
- Multidisciplinary team and/or other professionals to ensure your health, support and care needs are met
- Required by law to do so by the Police or other legal bodies
- Respond to a Data Subject Access Request from your welfare guardian

6. How we store your information

Your information will only be stored within the United Kingdom (UK) and European Economic Area (EEA). Unless needed by law, we will not otherwise share, sell or distribute any of the information you give to us without your consent.

When you give us information we take steps to make sure that your personal information is kept secure and safe. Further details can be accessed within our Privacy Policy.

7. How long will we keep your information?

We review our data retention timescales regularly and will only hold your personal data for as long as is necessary for the relevant activity; or as required by law or as set out in any relevant contract we have with you. We will not retain data for longer than needed. Data retention periods are detailed in Kingdom Group Data Retention Guidelines which are available on our website.

8. Your Rights

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records;
- Need us to correct any inaccuracies in your information;
- Ask us to delete the personal data we hold about you;
- Object to receiving marketing communications from us

If you would like to exercise any of your rights above, please contact Gillian Maton, gillianmaton@kha.scot

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's Office - Scotland, 45 Melville Street, Edinburgh, Eh3 7HL. Telephone: 0131 244 9001, Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.