

# How we use your information as a **Shared Lives Carer**

## Our Privacy Notice



At PSS we know that your privacy is very important to you. We can assure you that it is even more important to us. That's why we want to tell you how we plan to respect and look after your personal information. This is the 'privacy notice' which tells you how we do this.



# 1. How we collect personal information about you



## When you give it to us directly

We will collect personal information directly from you, when you applied for your role, provided proof of qualifications, and completed the information required by the Panel. You will also have continued to provide information in your role as a Shared Lives Carer. You may have done this by phone, through our website, by email, by post, or in person.



## When you give permission to other organisations to share it

We may have received information on your behalf from another organisation or professional,; for example the references that were provided to enable us to approve you as a Shared Lives Carer.



## Children's Data

Depending on your circumstances, we may hold some information on children and young people that may be in your household. Where possible and appropriate we will seek consent from a parent or guardian before collecting information about children.

## 2. What personal information do we collect?

The personal information we collect would include details such as your name, date of birth, email address, postal address, phone number and bank details.

We may also collect information about other people in your life, such as other who live in your home, your family, your next of kin or emergency contact details.

Some information such as ethnicity, religion, health status and sexual orientation is called 'special category data'. We have a legitimate interest to collect this; but also to ensure that we don't discriminate against you, that we can defend legal claims, can make reasonable adjustments at work for health reasons and of course make sure that placements are right.

We will only collect the information we absolutely need to approve and use you as a Shared Lives Carer.



### 3. Why we need your information?

Our legal basis for having your information, is to enable us to fulfil the contract we have with you (the Carer agreement), to comply with legal requirements, and to pursue the legitimate interests of PSS as an organisation. Specific reasons we need your information are::

- To check your identity, references and hold your details securely
- To ensure that we ensure that you are paid correctly and on time
- To manage our relationship with you during recruitment, approval and when you leave PSS; including matching arrangements, providing training, ongoing placement monitoring and references.
- To ensure that we are fair and don't discriminate against you in any way; and are able to make reasonable adjustments to support your occupational health whilst you are an approved Shared Lives Carer
- To prevent fraud or report potential crimes
- To carry out required checks (E.G. DBS checks, home environment, insurance etc.)

As well as to:

- Keep you updated with information about changes to your role as a Shared Lives Carer or PSS as a whole
- Contact you for feedback to improve your service
- Produce annual reports and statistics about what we do at PSS
- Provide you with the important advice and support relating to your status as a Shared Lives Carer
- Inform you of activities being provided for staff or wider developments as part of PSS.



We may also need to receive written consent from you to use your information for a more specific purpose, and will always ensure we get this consent and explain why it is needed (e.g. consent to take photographs or videos). You will have the right to withdraw this consent at any time.

If you don't think we have a good reason to use your data in the ways explained above, you have a right to object. Please see section ten of this leaflet, or the 'My Information, My Rights' leaflet available at [psspeople.org.uk](http://psspeople.org.uk)

## 4. What we will and won't do with your personal information



- ✓ We will always **work hard to keep your information safe**.
- ✓ We may **share your data with other agencies** where we need to do so as a provider (e.g. the local authority) – to comply with our contractual and statutory obligations.
- ✓ We may need to **disclose your information if required to do so by law**. We will always try to discuss this with you before doing so and explain why we are doing it.
- ✓ We may also need to **disclose your information if there are concerns about your safety or wellbeing, or the safety and wellbeing of anyone living with you**. Keeping the people who use our services safe is really important to us and we may need to share or disclose information if we believe there is a real risk to them in any way.
- ✓ We may choose to **delete posts on social media** which contain information of a sensitive nature.



- ✗ We will never **sell or share your personal information** with organisations so that they can contact you for any marketing activities.
- ✗ We will never **sell any information about the website you visit**.
- ✗ We will never **share your information with people who don't need access to it**.

## 5. Who sees your personal information?

The personal information we collect about you will be used by our staff at PSS so that they can ensure that your employment continues. This information will be known to the staff in the Shared Lives Team and staff in central services who need access to your information - such as Learning and Development to provide training, or Finance for payroll reasons. We may also possibly share your information with external companies (e.g. training companies), as well as legal and regulatory authorities if required to by law.

## 6. How we keep your information safe

We take the security of your personal information extremely seriously and anything we do with your data will be in line with the Data Protection Act 2018, which bring into force the provisions of the General Data Protection Regulation.

Your personal information may be stored by PSS either in paper form or electronically. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

We only keep your information for as long as is reasonable and necessary, in line with our retention schedules which are based on best practice guidance. This is usually for a set period of time and will depend on the type of information and the individual requirements of the service. We will then ensure that the information is securely destroyed.



### Here are some of the ways we protect your personal information:

- Secure folders on our system
- Password protection
- Firewalls on our servers
- Locked cabinets and drawers
- Restricted access to systems
- Policies, Procedures and Training

## 7. Your rights over your information

Your personal information is yours, and you have a range of other rights over it. This includes accessing it, updating it, amending it or asking for it to be erased. Please refer to the “My Information, My Rights” leaflet for further information, or contact us at the details on the back of this leaflet.

## 8. Changes to this Privacy Notice

This Privacy Notice is reviewed regularly to ensure that it reflects how we use your information. Where appropriate, changes will be notified to you by email or post. We may update this on the Internet when there are minor changes, but will let you know of any major changes.

## 9. Data Controllers

PSS have a contract with the Local Authority to provide the Shared Lives service. Both the local authority and PSS have a responsibility to define what information we collect, share this information and process it in order to ensure that the Shared Lives service can be delivered. Therefore we are both known as the Data Controllers, and have a legal obligation to keep your information safe.



## 10. Right of Complaint

If you have a concern about the way we are handling your information, then we would like to discuss this with you in the first instance and see if we can put things right. You can contact us using the details on the back of this leaflet.

However, if you wish, you are entitled to complain to the supervisory body which is the Information Commissioner's Office. The contact details are below:

Phone: 0303 123 1113

Online: [ico.org.uk/concerns/handling/](https://ico.org.uk/concerns/handling/)

The contact details for the Information Commissioner on the Isle of Man are:

IOM Information Commissioner, PO Box 69, Douglas, Isle of Man, IM99 1EG

Phone: 01624 693 260

Email: [ask@inforights.im](mailto:ask@inforights.im)





## Who we are

PSS as the Data Processor are committed to protecting your personal information and to reassure you that you have control over the information we store about you, how we use it and what types of information you would like to receive from us.

We are always happy to respond to concerns and objections, or provide any additional information or explanations where needed.

Please contact our Data Protection Lead by:

Writing to **PSS, head of quality,  
PSS, Eleanor Rathbone House  
Connect Business Village  
24 Derby Road  
Liverpool, L5 9PR**

Calling us on **0151 702 5524**

Emailing **data@pss.org.uk**

Online: **[psspeople.com/who-we-are/tell-us](https://psspeople.com/who-we-are/tell-us)**

**psspeople.com**

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