



Silhouette Care

CARE WITH RESPECT AND COMPASSION FOR YOU

PRIVACY NOTICE AND POLICY

Privacy notice and policy

Silhouette Care customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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What information we collect, use, and why

We collect or use the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- NHS/HSC/CHI number
- Hospital number
- National Insurance number
- Next of Kin details including any support networks
- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Payment details (including card or bank information for transfers and direct debits)
- Insurance policy details

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- Credit reference information
- Records of meetings and decisions
- Call recordings

We also collect the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

We collect or use the following personal information **for the prevention, detection, investigation or prosecution of crimes:**

- Name, address and contact details
- Witness statements and contact details
- Relevant information from previous investigations
- Financial information eg for fraud prevention or detection

We also collect the following information **for the prevention, detection, investigation or prosecution of crimes:**

- Racial or ethnic origin
- Religious or philosophical beliefs

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- Trade union membership
- Health information

We collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- NHS/HSC/CHI number
- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Relevant information from previous investigations
- Records of meetings and decisions

We also collect the following information **for safeguarding or public protection reasons**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

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We collect or use the following personal information **for patient app or portal functionality**:

- Names and contact details
- Addresses
- Medical history
- Payment details
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We also collect the following information **for patient app or portal functionality**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

We collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information

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- Identification documents
- Health and safety information
- Financial information
- Insurance details
- Safeguarding information
- Criminal offence data

We also collect the following information **to comply with legal requirements:**

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

We collect or use the following personal information **for recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)

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- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect the following information **for recruitment purposes**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

We collect or use the following personal information **for information updates, marketing or market research purposes**:

- Names and contact details
- Address
- Marketing preferences
- Website and app user journey information
- IP addresses
- Personal information used for administration of the research
- Personal information used for the purpose of research

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- Personal information used for medical investigations
- Records of consent, where appropriate
- Information relating to the national data opt-out

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Dashcam footage - outside vehicle
- Dashcam footage - inside vehicle
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information

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- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect the following information **for dealing with queries, complaints or claims:**

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)

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- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide patient care, services, pharmaceutical products and other goods** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right

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to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for the prevention, detection, investigation or prosecution of crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

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- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

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- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for patient app or portal functionality** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

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- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing

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or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

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- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful base for collecting or using personal information **for information updates, marketing or market research purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

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- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Vital interests** – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- **Public task** – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Insurance companies
- Councils and other public sector organisations
- Relevant regulatory authorities

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- Previous employers
- Credit reference agencies
- Suppliers and service providers
- NHS trust, capacity tracker, CQC, hospitals, nurses, registered nurses, GP's, possible previous health care providers

How long we keep information

[We are holding information back as long we are in touch, and after it for 5 years or for any requests.]

Retentions Schedule

Description	Retention Period
Governance	
Corporate business annual plans	25 years
Annual Report and Accounts	25 years
Gifts Register	Life of the organisation
Conflicts of Interest Register	Life of the organisation
Application forms and recruitment administration files of successful candidates	Life of the organisation
Application forms and recruitment administration files of unsuccessful candidates	12 months after application decision
Bank statements, periodic reconciliations	6 years
Bank deposit books/slips/stubs	6 years
Bank deposit summary sheets; summaries of daily banking; cheque schedules	6 years

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Cheques – cancelled, dishonoured, paid/presented, cheque registers	6 years
Copies of invoices/debit notices	6 years
Expenditure	
Cash books/sheets	6 years
Summary cash books	6 years
Copies of invoices/debit notices rendered on debtors	6 years
Source documents/records used for raising invoices/debit notes	6 years
Copies of invoices and copies of source documents	6 years
Receipt books/butts; office copies of receipts	6 years
Receipt books/records for imposts	6 years
Source documents/records used for raising invoices/debit notes	6 years
Copies of invoices and copies of source documents	6 years
Travel and subsistence claims and authorisations	6 years
Statements of accounts outstanding; outstanding orders	6 years
Statements of accounts – rendered/payable	6 years
Investments	
Investment records	6 years
Equipment registers/records	6 years
Payroll records	
Employee pay histories	6 years
Salary ledger cards/records	6 years

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Copies of salaries/wages payroll sheets	4 years
Personal payroll history	4 years
Authorisation of overtime or travel time claims	6 years
Budget / management accounts / reports	
Audit investigations (external)	6 years
Audit – ledger postings	6 years
Procedure manuals	2 years after superseded
Contracts	
Statement of interest	1 year from date of last paper
Unsuccessful tender documents	1 year from date of last paper
Successful tender documents	6 years from date of contract
Signed contract	6 years from end of contract or 12 years if under sea
Changes to requirements	6 years from the end of contract
Extensions to contract	6 years from the end of contract
Internal Audit	
Audit reports (including interim)	6 years
Health and Safety	
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995	3 years
Health and safety inspection reports	Review 12 years after issue
Accident books	6 years after date of last entry
Accident reports	6 years

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Building Records	
Maintenance contacts and related correspondence	7 years
Subletting agreements	16 years after surrender, expiry or termination of lease
Landlords' consent	Destroy 16 years after surrender, expiry or termination of lease
Consultant and contractors correspondence	Review 16 years after date of last paper
Utility and communications companies correspondence	7 years after date of last paper
Customer service complaints	
Policy Statements	When superseded
Case enquiries and correspondence	6 years from last correspondence
Register of complaints	10 years from last entry
Review reports	6 years
Records relating to the control of record keeping systems	5 years after system/policy is supersede
Information about the number of FOIA requests answered and their outcomes	10 years
Policy records and internal documents on implementation and compliance with FOIA	5 years after policy or procedures have been supersede
Records relating to FOI requests including the information subject to the request	3 years after date of request
Records relating to DPA requests including the information subject to the request	3 years after date of request
Information security control assets	When superseded
Human Resources	
Retention periods are based on guidance published by the Chartered Institute of Personnel and Development (CIPD) for employee records	12 months
Application forms, records and interview notes (for unsuccessful candidates)	6 years after employment ends

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Partner personnel files (Contract, contact details, application forms etc)	20 years from end of contract
HR handbook and policies	50 years after being superseded
Pay and performance management framework and relating documents	50 years after being superseded
Pension records	Permanent
Senior/Executive Management Team records	Permanently for historical purposes
Key documents related to major employee issues e.g. gross misconduct, fraud	50 years after employment ends to ensure that the individual concerned is not re-employed
Records of Disclosure and Barring Service (DBS) checks	6 months after check is completed
Education	
Education provider quality assurance documents	6 years after program closure
Programme approval decision records and correspondence	Life of the organisation
Education provider complaint documentation	6 years after program closure
External stakeholder communications	10 years
Education provider contact details	Destroyed when superseded
Quality assurance planning and implementation records	Destroyed when superseded
IT	
List of persons successfully completing approved qualifications	10 years

Who we share information with

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Care providers

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- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Local authorities or councils
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Current employers
- Previous employers
- Suppliers and service providers
- Professional consultants
- Other relevant third parties:
 - Bright HR, Careline Live, CQC, Grey Matter

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

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- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

National data opt-out

We comply with England's national data opt-out because we're using confidential patient information for purposes beyond individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

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The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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