



# Privacy & Data Protection Notice for Friends & Family

At Better Life Production Company are committed to protect the privacy of the people we support. If you have any questions regarding our management of your family members personal data, or wish to lodge a complaint about how we use personal data, please contact our:

## **Data Protection Officer – Better Life Production Company Limited**

3 Sindlesham Farm Cottages  
Mill Lane, Wokingham  
Berkshire, RG415DH  
Email: [feedback@WeAreBLPC.co.uk](mailto:feedback@WeAreBLPC.co.uk)

## How do we collect information?

- **Information we develop:** We complete assessments, develop support plans and risk management plans, and we also complete a daily record of what we do. You may be involved in generating this information or providing information that helps us with this.
- **Information we receive:** We may receive information from others like professional assessments.

## How do we use this information?

We use personal information to provide your family member with the support services we are commissioned to provide. This information is stored on secure web-based systems that we give permission to employees to access. This is only shared with employees involved in supporting your family member.

Sharing this information with employees ensures everyone knows and understands the needs of your family member, and they can record confidentially the support that they have provided.

We may use this data for the purposes of analysis, based on information that we have developed to support our service development.

We are committed to working in partnership with families. We will agree with you, and if possible, with your family member, how we will share information with you. There may be restrictions on what we can share with you. This will be discussed with you by the manager of the support we are providing. You may also have deputyship for the health and welfare of your family member, and this may mean you have a duty to receive certain information. Whatever your circumstances we will agree with you from the start how we will communicate with you and what information we will share.



We have a legal duty to keep this information. People who regulate us may request access to the personal information we hold. This could be the Care Quality Commission, Safeguarding Adults Teams, commissioning authorities, or the police.

The data is shared securely and subject to safe disposal terms. We will only hold information if we need it/as long as we need it. Some information we may need to keep for up to seven years after we finish providing support. This is in case we need to legally respond to what we have provided. Full details of how long we hold information for are available upon request.

We will not use your family members personal data for any other purpose without consent or agreement that using it is in their best interest.

We do not pass on your family members data to any other third party without their express permission, it is deemed in their best interest if they are unable to give permission, or unless we are required to do so by law.

We may send you global communications that we send to other families, such as newsletters or information of interest. If you would prefer that we do not do this, please let us know by emailing [feedback@WeAreBLPC.co.uk](mailto:feedback@WeAreBLPC.co.uk) or call **01189 666 911**

## How do we protect personal information?

We use secure web-based systems to store our records. Only people we grant access can see this. When people leave, we stop their access. Access is password protected. We have ensured these systems are compliant with the law.

## Right of access

You can request to see the information we hold about your family member, and if you notice any inaccuracies, you can request these are corrected. You can also request that we remove records from our database or provide you with a copy of the information we hold about your family member. You can also ask us to stop using your family members data for a specific purpose.

We will aim to acknowledge receipt of all such requests within three working days and fully respond within four weeks to let you know if we have decided to grant this access or not. All requests must be in writing, either by letter or email.

Email [feedback@WeAreBLPC.co.uk](mailto:feedback@WeAreBLPC.co.uk) or write to the **Data Protection Officer** at the address above.



## Changes to this notice

We reserve the right to amend this privacy notice so please do check back from time to time. If we do so, we will post notice of the change on our website and make every effort to inform you of any material changes to the policy.

Access to this notice is provided to families by making it publicly available on our website and shared when requested.