



## Care Quality Commission (CQC) Assessment Privacy Notice



### Who are we?

We are Kent County Council. We are responsible for looking after the residents of Kent.

We work with CQC to ensure that we meet our duties under legislation to provide right care and support to you.

To allow us to do this, we may ask you to share your information with CQC so they can check that we are providing the right care and support.



### What does this privacy notice tell me?

We have a law called the UK General Data Protection Regulation that means we have to provide certain information to you. We have to tell you:



- What personal information we collect
- How we collect your personal information
- How we use your personal information
- Who we share your personal information with





### What personal information do we collect?

Personal information is

- Your name, address, date of birth, gender
- Your contact details e.g., telephone number, email address.
- Contact details for your family or

	<p>support network if they act on your behalf.</p> <ul style="list-style-type: none"> <li>• Information about your finances e.g., care funding support.</li> </ul> <p>We may also collect other information which is more sensitive:</p> <ul style="list-style-type: none"> <li>• Information about race, beliefs, or religion</li> <li>• Information about health or social care needs, health conditions or disabilities</li> <li>• Information on communication needs</li> <li>• Information on family and relationship details</li> <li>• Information about your circumstances</li> <li>• Information about your needs and wishes</li> <li>• Any health or safety concerns</li> </ul>
	<p><b>How we collect your personal information</b></p> <p>When we work with you, we may collect your personal information from:</p> <ul style="list-style-type: none"> <li>• You, when you share this with us</li> <li>• Family members or support network, who may act on your behalf</li> <li>• Other professionals e.g., GP, Kent Police</li> </ul>
	<p><b>How we use your personal information</b></p> <p>When we work with you, we use your personal information to:</p> <ul style="list-style-type: none"> <li>• To work with CQC to ensure that we provide you with the right care and support.</li> <li>• To find out improvements we can make to ensure we provide you with the right care and support.</li> </ul>

	<p>We are required by law to provide health and social care services. We do not need to ask your permission to collect or share personal information.</p>
	<p><b>Who we share your personal information with?</b></p> <p>We will share your information with CQC to help tell us if we are providing the right care and support to you.</p> <p>CQC may also wish to speak to you further on your experiences of adult social care.</p> <p>We may also need to share your personal information with the Police, the Courts etc. if we are asked to by law.</p>
	<p><b>How long will we keep your information for?</b></p> <p>We will not keep your personal information for longer than is needed.</p> <p>We have a record document that lists how long we can keep your information for.</p> <p>We will make sure we delete all your personal information securely.</p>
	<p><b>How we keep your personal information safe</b></p> <p>We only share your personal information when we need to do so e.g., care and support, access to services.</p> <p>We only share your information with people who need to know about you.</p> <p>We have security in place to stop your</p>

	<p>information from being lost or used in the wrong way.</p> <p>We will deal with any security breaches in line with the law and will let you know if you have been affected if needed.</p>
	<p><b>Your rights</b></p> <p>Under the UK General Data Protection Regulation you have the right to:</p> <ul style="list-style-type: none"><li>• Know what we are doing with your personal information and why</li><li>• Ask to see the information. This is called a subject access request.</li><li>• Ask us to correct any mistakes with your personal information</li><li>• Object to direct marketing</li><li>• Make a complaint to the Information Commissioner's Office</li></ul> <p>You may also be entitled to:</p> <ul style="list-style-type: none"><li>• Ask us to delete your information</li><li>• Have your information transferred electronically to yourself or another organisation</li><li>• Object to decisions being made that significantly affect you</li><li>• Object to how we use your information</li><li>• Stop us using your information in certain ways.</li></ul>
	<p><b>How to contact us</b></p> <p>You can contact the <a href="#">Information Resilience or transparency Team</a> to exercise your rights.</p> <p>You can also contact our <a href="#">Data Protection Officer</a>.</p>



### **NHS and Care Services**

If you do not wish for your personal information to be used for wider reasons e.g., service planning, you can set a preference by visiting the [NHS](#) website.



### **How to make a complaint**

To make a complaint to the UK Information Commissioner, go to their [website](#) or telephone 0303 123 1113.



### **More information**

Visit the full privacy notice for CQC assessment [here](#) or visit [kent.gov](#).