



Privacy Policy for Residents

We want you to know how we use and protect your personal information. We follow the General Data Protection Regulation (GDPR), which is a law that protects your privacy and your rights.

Why We Collect Your Information

We collect your personal information so we can:

- Support you as a resident
- Keep you safe and well
- Contact your GP, next of kin, or emergency services if needed
- Provide the services promised in your Letter of Appointment and Residents' Handbook

We only collect information that is necessary to look after you properly.

What Information We Hold

We may keep the following details about you:

- Name, address, phone number and email
- Date of birth, gender, marital status
- GP details and next-of-kin contacts
- Medical conditions, medications and allergies
- Will and funeral plan information (if you choose to provide it)
- Housing Benefit reference (if relevant)
- National Insurance number

All the information we have has been given to us by residents.

How We Keep Your Information Safe

- Paper files are locked away securely
- Electronic information is password-protected
- Old or incorrect paper copies are shredded
- Only staff, trustees and approved organisations can access your information when necessary

Who We May Share Your Information With

We only share information when it is necessary to support you or keep you safe. This may include:

- Charity staff and trustees
- Linkline
- Social Services, care agencies, day centres
- Paramedics or medical services in an emergency

We never sell your information.

Your Rights

You have the right to:

- **See** the information we hold about you
- **Correct** anything that is wrong
- **Ask for your information to be deleted** (but this may make it difficult for us to support you)

Every six months, the Resident Manager will review your information with you to make sure it is accurate.

How Long We Keep Your Information

- We keep your information while you are a resident
 - After you leave or after death, we keep information for up to **2 years** to help with any necessary follow-up
 - Basic historical details (name, flat number, dates of residency) may be kept for **up to 5 years** and then added to the charity's historical archive
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If you ever have questions or would like to see your information, please contact the **Chief Executive**.

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