



St Leger Homes of Doncaster

Data Protection – How to exercise your rights

1. Summary

This procedure sets out how St Leger Homes of Doncaster (SLHD) will comply with the requirements of the data protection legislation in relation to the rights of individuals. It will inform you what your rights are, any restrictions on those rights and how to exercise those rights. It sets out our responsibilities and shows how we will comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, other regulations, and good practice standards in relation to your rights.

2. Scope

This procedure applies to all data subjects who SLHD processes information about. This includes employees as well as all service users and residents of Doncaster. It covers personal data we collect and use on paper and electronically including our computer databases and network, paper records, videos and photographs, voice recordings, CCTV and mobile devices such as laptops, mobile phones, memory sticks and pendant alarms.

3. Introduction

The law gives individuals (data subjects) a number of rights to control what personal information is given to SLHD and how it is used by us.

The UK GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (also known as the right to be forgotten)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

All the rights are detailed in this procedure. If you have any queries regarding any of these rights, please contact dposlh@stlegerhomes.co.uk

Requests

If you wish to make a request to exercise any of the rights detailed in this procedure, this can be done verbally or in writing. However, it would help us to confirm and clarify the details if you could put the request in writing. If you are unable to do this, or would prefer not to, one of our staff will log the details and ask you to confirm their understanding of your request verbally.

If we require information to confirm your identity or to verify any of the details provided, we will contact you and request additional information.

We do not normally charge a fee for dealing with your request but in certain circumstances we may do so. This is only where we would consider a request to be unfounded or excessive (especially repeat requests) and we would inform you of any charge before proceeding with your request.

The law requires that any communications we provide to you regarding your rights must be clear and transparent using plain language. If you receive any information which is not clear, please contact us and we will ensure further explanations are provided to you.

Where you correspond with us by electronic means (such as email) we will normally respond by the same method unless you advise otherwise.

To exercise any of the rights in this procedure please use any of the contact details below:

- Email - customercare@stlegerhomes.co.uk
- Write to St Leger Homes Customer Relations Team, Floor 4, Civic Building, Waterdale, Doncaster, DN1 3BU
- Call our Customer Relations Team on 01302 862726

Response Times

If you make a request to us about any of the rights in this procedure regarding any personal information we hold about you, we normally have 1 month to respond to the request. Where necessary, because a request is complex or we receive a number of similar requests from someone, the response period may be extended by a further 2 months.

We will however advise you of any time extension within a month of receiving your request and explain the reasons for the delay. When we decide not to action a request, we will inform you why we are not actioning your request. If you disagree with our decision, you have the right to complain to the Information Commissioner's Office. Their contact details are on their website at: www.ico.org.uk

4. The Right to be Informed

When we collect information from you, you have the right to be told what we are going to do with that information. This information will usually be provided to you in a Privacy Notice. The information in the notice must be concise, transparent, intelligible, easily accessible and written in clear and plain language. There are full details regarding privacy notices on our website at [St.Leger Homes | Privacy Notice](#)

5. The Right of Access

You have the right to ask for copies of the personal information SLHD holds about you. This is called a Subject Access Request.

Subject Access Requests

Requests can be made to SLHD verbally or in writing. However, we would normally ask you to put the request in writing so that we can confirm who you are, and we have a written record of your request.

If you don't want to put in a written request, please use the contact details listed above.

When you make a request, the Customer Relations Team will send you a written acknowledgement of your request, log it and forward it to the relevant department to provide a response. The response will normally be sent within one month of receipt of the request.

We may need to ask you for further information to confirm your identity or to trace the information you want.

What Information can be provided?

You are entitled to ask for any personal information St Leger Homes holds about you. We hold a large volume of data in a number of departments and on different systems so it would help us find the information if you could provide details of departments or staff you have dealt with, services you have requested or any reference numbers we may have given you.

Once you have told us what personal information you require, we will search the relevant files and extract all the information that relates to you. Information about other people will be removed unless we think you would already know this information, or you provide consent from the other individuals to disclose their information.

There are some circumstances where the information will be exempt from the right of subject access. For example, if the disclosure would prejudice a criminal investigation. If this applies, we will inform you when we respond to your request.

CCTV Footage from our premises

If you request a copy of any CCTV footage you will only be entitled to images of yourself. Images of other people or vehicles will be removed. Therefore, if you are requesting this information because you want evidence of an incident or accident you should ask the police or your insurance company to make an official request for information. We may be able to provide footage of the full incident directly to them under one of the exemptions within the data protection legislation. This enables the us to provide more information for the purpose of an official investigation or claim.

6. The Right to Rectification

If you believe we hold information about you which is inaccurate or incomplete you can ask us to rectify (i.e. correct) the information or complete it if it is incomplete.

Where such a request is received, we will review the contested information and the details you have provided and make a decision whether we need to change or complete the information held.

If the information contested is sensitive and / or will be used to make decisions affecting you, we will consider restricting use of the data until the matter is resolved.

After reviewing your request, we will inform you of our decision and detail the reasons for the decision. If you disagree with our decision, you can complain to the ICO (refer to page 3 for contact details).

7. The Right to Erasure / The Right to be Forgotten

In some circumstances you can ask for your information to be erased / deleted. You have this right where:

- It is no longer necessary for us to hold the information for the purpose for which it was originally collected / processed.
- You withdraw your consent for us to hold this information and the only legal reason we had to process it was because you had consented.
- You object to the processing of your information and we have no overriding legitimate or legal reasons to allow us to continue using your information;
- Your information has been unlawfully processed by the council or must be erased in order to comply with a legal obligation (e.g. to comply with a court order)

This right will not apply if the information is processed:

- to exercise a right of freedom of expression and information.
- to comply with a legal obligation or for a task carried out in the public interest or in the exercise of SLHD official authority.
- for establishing, exercising or defending legal claims; or

Where we agree to delete information and have disclosed the data to third parties, we will inform them about the erasure of the personal data.

8. The Right to Restriction of Processing

You have the right to ask SLHD to restrict the processing of your personal data where:

- You have contested the accuracy of the information and are waiting for us to respond or change the information.
- you have objected to the processing, and we are considering whether we have a legitimate reason to process your information which overrides this;

If we have disclosed the personal data to third parties, then we must inform them about the restriction of the personal data.

Where processing has been restricted, we will inform you before the restriction is lifted.

9. The Right to Data Portability

The right to data portability allows individuals to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way.

This right is primarily for commercial use and will enable individuals to take advantage of applications and services which can use this data to find them a better deal, help them understand their spending habits or move suppliers quickly and easily.

Where this right applies, we must provide the personal data to you in a structured, commonly used and machine-readable form (e.g. CSV files). If you request it, we may have to transmit the data directly to another organisation if this is technically feasible.

The right to data portability only applies to personal data you have supplied, where the only legal reason we have for processing the information is that you have consented, or you have given us the information for a contractual arrangement and the processing is carried out by automated means.

It is unlikely that any SLHD services will be covered by this right. However, if you think it applies to any of your information, please us the contact details above and we will consider your request and respond to you detailing our decision.

10. The Right to Object

You have the right to object to SLHD processing your data where:

- the reason for processing is based on legitimate interests, the performance of a task in the public interest or the exercise of official authority (including profiling);
- processing is for certain scientific/historical research or statistical purposes.

Where you object to our processing your personal data, we must comply with your request unless we can show you overriding compelling legitimate grounds to continue processing or that the processing is for the establishment, exercise or defence of legal claims.

10. Rights relating to Automated Decision Making and Profiling

Where SLHD uses automated decision making (i.e. where a decision is made by computerised means such as credit scoring) or profiling (automated evaluation of personal information used to analyse or predict their performance at work, economic situation, health, personal preferences, reliability, or similar matters), and that decision could affect you or another individual, you have the right to:

- ask for human intervention to review a decision that has been made automatically.
- express your point of view; and
- obtain an explanation of the decision and challenge it.

The right does not apply if the automated decision:

- is necessary for entering into or performance of a contract between you and the council.
- is authorised by law (e.g. for the purposes of fraud or tax evasion prevention);
- is based on explicit (i.e. clearly given and understood) consent

It is unlikely that any SLHD services will be covered by this right. However, if you think it applies to any of your information, please use the contact details above and we will consider your request and respond to you detailing our decision.