



Privacy Notice for Individuals using Western Care Association Services



Introduction

Personal data is information about you held by Western Care Association



Data Protection

Data protection is keeping your information safe.

Western Care will always ask your permission to give your information to anybody outside of your support team.



General Data Protection Regulation (GDPR).

This regulation became law on 25th May 2018.

GDPR sets out how Western Care can:

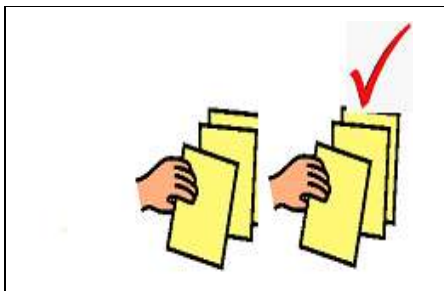
- Get your information
- Collect your information
- Record your information
- Keep your information
- Organise your information
- Store your information
- Retrieve your information
- Disclose your information
- Transmit your information
- Retain your information.

This replaces other rules on how you information is used.



Western Care will follow the rules from GDPR to:

- Only use your information for what you were asked



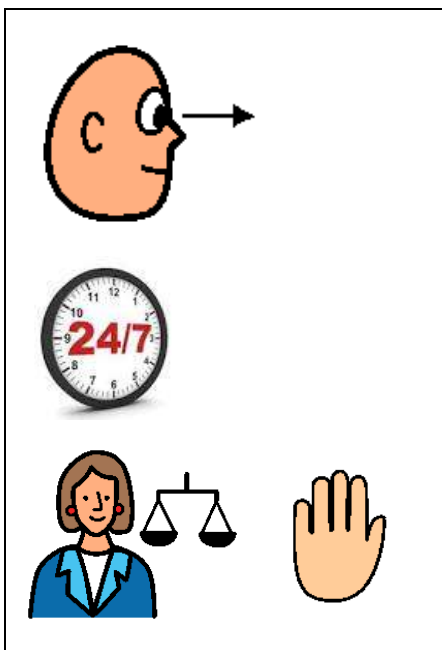
- Make sure your information is correct and up to date



- Keep your information for the agreed time



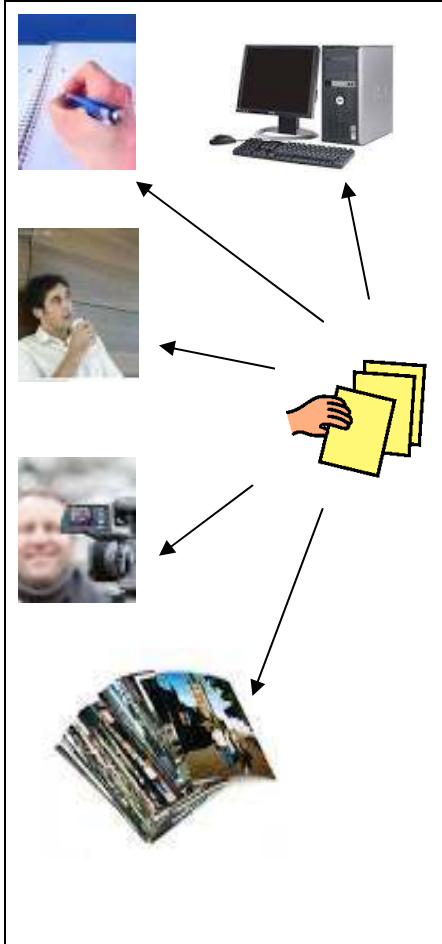
Western Care Association will follow the rules of EU (GDPR) and Freedom of Information Act 2014



How can I view my records?

You can ask to see your records at any time. This is your right.

You can look at any record about you unless the Law does not allow it.



What is a record?

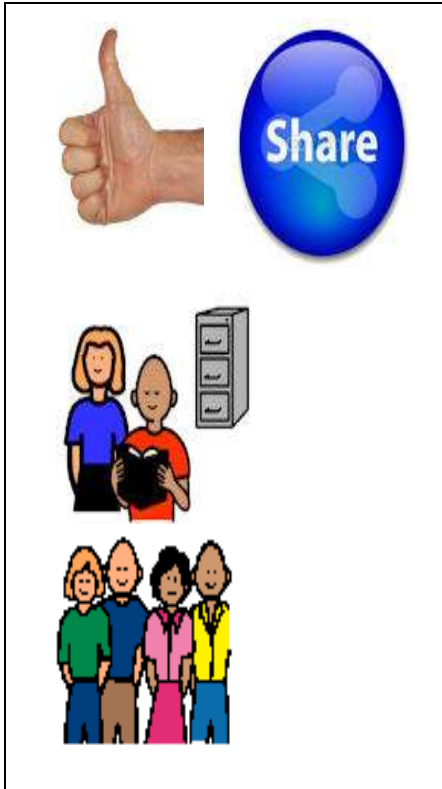
A record is any form of information that is kept on you. This information can be:

- Written (paper or computer)
- Audio recording
- Visual recording
- Photographs/pictures.



Why keep records?

Western Care keeps records on you to provide you with the best possible service, now and for your future.



Who can see your records?

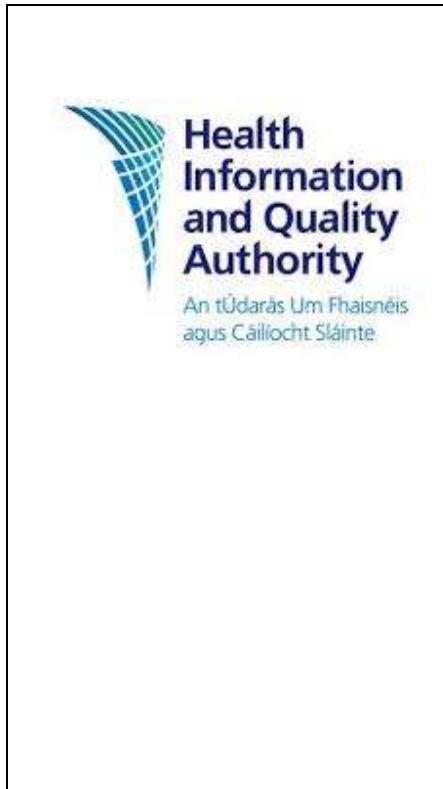
Only staff who work directly with you can see your records.

Information may be shared with the HSE in order to help you.

If anybody else outside of your support team wants to see your records, you will be asked if that is okay.



If Western Care wants to video or record you they must ask you first and let you know how it will be used.



Health Information and Quality Authority (HIQA).

HIQA is the organisation that are responsible for making sure you have a good service. In order to do this they may visit you in your residential service and ask how Western Care is looking after you. HIQA may look at your IP and information about you.



What records does Western Care keep?

Main file

Your main file includes written information and reports.



Electronic records

This information is held on the computer. This includes all typed letters, reports and general information e.g. your address, GP, etc.

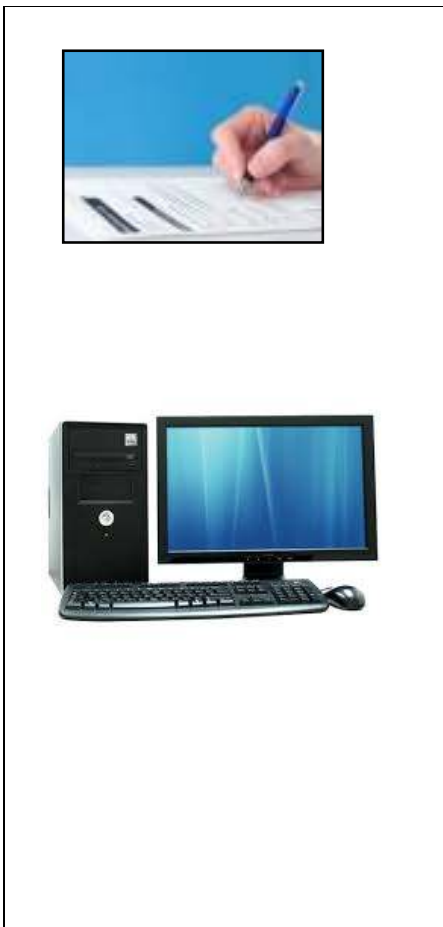
Your information will also be kept on a database while you are receiving or needing services.



IP folder

This file is held by you either in your house, your day service or the house you go to for respite.

The IP lets other people know what you like, don't like, what you do every day and what you want to do in the future. In fact all the important things about you.



Incident Injury information

This record is kept where you have received or given an injury

- where you have lost your freedom
- your possessions
- the rights to choose
- or there was damage to your property or you damaged another person's property

This information is held on a database on a computer.



Archived records

Records are kept on you while you receive a service from Western Care.

Western Care will keep your records for 20 years if you go to another service.

Records may be kept for longer if you have been:

- In care as a child (Child Care Act 1991)
- If there is an investigation about you and your service in Western Care.



What is the National Ability Supports System?

The NAAS is a database that gathers information about you that will help to plan your service now and in the future.



What information is held by NASS?

Personal Information like your date of birth

Information on services you use now or require in the future.



Freedom of Information

If Western Care will not let you look at some part of your file you can fill out a form called Freedom of Information form. Staff will help you to do this.



Further Information

Western Care Website

Please contact
Data Protection Officer
Western Care Association
John Moore Road
Castlebar
Co. Mayo.