



DATA PROTECTION STATEMENT

ABOUT EDEN FUTURES

Eden Futures is the name given to a group of four companies who provide social care to individuals. The four companies are as follows:

Eden Supported Living Ltd (Company number 07276039)

Housing and Support Solutions Ltd (Company number 04383479)

Supported Homes Ltd (Company number 05760518)

Essential Futures Ltd (Company number 04541238)

Within this statement, a reference to Company will include all of the companies named above.

All companies named above are registered with the Information Commissioners Office (ICO) for data protection purposes.

THIS STATEMENT

The purpose of this statement is to explain the type of information we collect; when it is collected; how it is used and how long it is retained for.

ABOUT PERSONAL DATA

Personal data is information held by us that would enable the identification of a living individual.

From 25 May 2018, the regulation of this information comes under the General Data Protection Regulations (GDPR).

HOW WE COLLECT DATA

We collect the data we hold through all of our business activities. This means we collect data through doing the following –

- Retaining details when someone makes an enquiry about services provided by any of our companies.
- Assessing an individual prior to formally providing support.
- Developing and retaining records in respect of people we support. This may include details of others involved including external professionals, regulators and relatives.
- Utilising information provided in order to maintain staff employment with us – including the payment of salaries.
- Seeking payment for services that we have delivered.



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THE DATA WE COLLECT

The data we collect depends on the reason that we collect it. It can include the following –

- Names, addresses, email addresses and telephone numbers.
- General employment information, including bank account details.
- Information collected during the assessment of an individual in relation to potentially providing a service.
- Medical information relevant to the role of staff or the support provided to an individual.
- Other records related to the support of individuals.
- Information from other professionals in respect of individuals receiving support.
- Audit data.
- Financial information to enable invoicing for services provided and payment of services received.

WHAT DATA IS USED FOR.

We collect data to fulfil our business function and our contractual obligations. These include, but are not exclusive to:

- Providing information on services or ways in which we can help a potential service user.
- Managing the employment of staff.
- Keeping records to enable us to deliver care to you.
- Fulfilling and evidencing our regulatory and contractual requirements.
- Sending marketing information where consent has been provided.
- Seeking feedback from relevant parties where consent has been provided.
- Photographs of individuals or groups may be used as marketing material with consent.

We only use information for the purpose for which it is provided. If we wish to use data for any other purpose, we will seek your express permission to do so.

In the event that we are asked to provide information to prevent immediate harm or we are asked by the police to provide information in respect of a criminal investigation we will act in accordance with our responsibilities as set out in the General Data Protection Regulations.



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YOUR IMAGE AND SOCIAL MEDIA

If you respond to the Company on Facebook or Twitter, we may show that information on our website.

The Company monitors comments on social media and will act in respect of these comments where appropriate.

Images of people will only be used on our website or in any other marketing material if we have express permission to do so.

INFORMATION FOR MARKETING PURPOSES

We may wish to advise you of new Company initiatives that could be of interest to you. We will seek consent from you to do this and will not send information to anyone who has not consented.

WHO CAN ACCESS YOUR DATA?

Your data will only be accessed by individuals within the Company who need to do this in order to complete their work for the company.

We contract with external companies to provide IT services. All of those companies are required to be compliant with GDPR and have provided assurance that this is the case.

SUPPORTING INDIVIDUALS WHO CANNOT CONSENT

The Company provides support to a number of individuals who do not have the capacity to consent to the use and storage of their personal data. In this instance decisions about data use and storage will be made on a Best Interest basis in line with the requirements of the Mental Capacity Act 2005.

TESTIMONIALS

From time to time the Company may use direct feedback from individuals in receipt of services or others who have an interest in how the Company performs. This may be published on the Company website, contained in marketing material or shared with a commissioner or regulator. This information will not contain any information which could enable the identification of the person sharing it.

DATA RETENTION AND SECURITY

Different types of data are retained for different periods of time in line with regulatory and best practice guidelines. Data is not retained for any longer than is required and



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this is regularly reviewed. Full details can be found in the Company Archiving Policy which can be provided on request.

HOW TO CONTACT US

If you wish to make a request to see data held by the Company about you, please contact the Company and provide – Your full name and address; your email address if you have one and any other contact details. You must provide details of your enquiry.

The Company head office is –

Eden Futures

17a Friary Road

Newark

NG24 1LE.

Tel 03300 240 039

You can email data@edenfutures.org with any queries in respect of Data Protection and how the Company collects, uses and stores data.

The person who is the Data Protection Officer for the Company is Sarah Frank, Director of Quality.

If you wish to see a full version of our Data Protection Policy, please contact us as above.

The version of this statement on the website will always be the Company's most recent statement in respect of its approach to the GDPR and the management of data within the Company.