

Hallmark Care Homes

Amendment to the Privacy Policy for relatives, supporters and friends

In effect from 03 July 2020

This notice is an amendment to the Hallmark Care Homes Privacy Policy for relatives, supporters and friends, issued on 01 April 2020 (version 2). The content of this document is in addition to the information included in the previously issued Policy.

This amendment is being made in light of the reintroduction of visiting to our care homes, whilst the COVID-19 outbreak is still affecting the UK.

1. The data being processed

We are asking that visitor's temperatures are monitored as they enter one of our care homes, with the aim of early identification of an emerging infection. We are also asking for confirmation of the following:

- That visitors have not been in contact with anyone in the last 14 days, that has tested positive for COVID-19, or who has displayed any of the symptoms of COVID-19.
- That visitors do not currently have a new, persistent, dry cough.
- That visitors have not experienced any recent shortness of breath.
- That visitors have not experienced a recent loss of taste or smell.

All this data will be recorded on a Pre-visit declaration form that will be stored securely in a locked office or study, within the care home.

2. The lawful basis for the processing

We are processing this data in order to fulfil a public task, namely, to uphold and preserve public health. This is a task which is in line with legislation, including The Health Protection (Coronavirus) Regulations 2020 in England, and the Coronavirus Act 2020 in Wales.

3. The retention period for the personal data

We will hold on to this data for a period of 6 months following the official end of the COVID-19 outbreak.

4. The contact details of our data protection officer

Our Data Protection Officer is Nick Banister-Dudley who can be contacted via the Central Support office, by phone on 01277 844829 or by email on dpo@hallmarkcarehomes.co.uk. If you have any specific concerns relating to the COVID-19 outbreak, please speak to the General Manager in the first instance. Alternatively, if you have any queries regarding our management of COVID-19 you can email Coronahelpline@hallmarkcarehomes.co.uk.

5. The rights available to individuals in respect of the processing

The GDPR provides you with the following rights:

- The right to be informed e.g. via Privacy notices or policies such as this one.
- The right of access or your right to make a subject access request.

- The right to rectification or your right to have inaccurate personal data rectified.
- The right to erasure, also known as the right to be forgotten.
- The right to restrict processing or limit the way your data is processed.
- The right to data portability or the right for you to receive the data you have provided to us in an easy to use format or request that this is transmitted to another data controller.
- The right to object or your right to ask a controlled to stop processing your data.
- Rights in relation to automated decision making and profiling.

Please note that not all of these rights apply in all circumstances. Further information on your data rights can be found in our Individual Rights and Data Access policy. A copy is available on the [policies section](#) of our website, or you can request a printed copy from the General Manager. If you would like to exercise any of these rights, please contact the Data Protection Officer on dpo@hallmarkcarehomes.co.uk who will support you with this.

6. The right to lodge a complaint with a supervisory authority

If you have contacted us but continue to have concerns about the use of your personal data, you can contact the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights.

The ICO can be contacted through their website: www.ico.org.uk, or via their helpline on 0303 123 1113.

Author

Nick Banister-Dudley
Head of Compliance and Data Protection Officer