

Privacy notice - health and social care

Ami Group - The Knoll Unit and Ami Court Unit customer privacy notice

Registered name: Raj and Knoll Ltd

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post

AMI Court Care, 198 Dover Road, , Deal, Kent, CT14 7NB, GB

Telephone

01304371126

Email

amita.patel7@nhs.net

What information we collect, use, and why

We collect or use the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- NHS/HSC/CHI number
- Hospital number
- Next of Kin details including any support networks

- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Payment details (including card or bank information for transfers and direct debits)
- Insurance policy details
- Records of meetings and decisions
- Information about income and financial needs for funding or personal budget support

We also collect the following special category information **to provide patient care, services, pharmaceutical products and other goods**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide patient care, services, pharmaceutical products and other goods** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Vital interests** – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Insurance companies

- Relevant regulatory authorities
- Previous employers
- Hospitals

How long we keep information

Ami Group will not keep (or otherwise process) any personal data for longer than is necessary. If Ami Group no longer requires the personal data once it has finished using it for the purposes for which it was obtained, it will delete the personal data, unless it is required by law to retain the data for an additional period of time.

Ami Group will therefore retain personal data for a specified period of time to comply with legal or statutory requirements. These may include, for example, requirements imposed by HMRC in respect of financial documents, or guidance issued by UK Visas and Immigration and Immigration Enforcement in respect of the retention of right to work documentation.

Ami Group will also retain HR records in line with legal or statutory requirements.

Data retention schedule

Record Type	Retention Period	Source of Justification
Adult social care records (including care plans)	8 years	NHS – Records Management Code of Practice 2023
Recruitment Records (unsuccessful)	6 months after notifying candidates	Limitation Act 1980 (for potential discrimination claims)
Employee files (including contract)	6 years after employment ends	Limitation Act 1980 (for potential discrimination claims)
Right to Work (including contract)	Two years after the termination of employment. Retaining for a further year	Immigration (Restriction on Employment Order 2007)
PAYE and payroll records	6 years from the end of the financial year	Taxes Management Act 1970
Records required by the Working Time Regulations	• Working time opt out – Three years from the date on which they were entered into • Compliance records – Three years after the	Working Time Regulations 1998

	relevant period Health Assessment records for night workers – Three years after the relevant period	
Statutory Maternity Pay records	Three years after the end of the tax year in which the maternity pay period ends	Statutory Maternity Pay Regulations
Accident Records	At least three years from the date the report was made, or potentially longer if deemed appropriate given the possibly of ongoing relevance of the records.	RIDDOR / Limitation Act 1980
Contracts Under Hand	6 years after contract termination	Limitation Act 1980
Contracts Under Deed	12 years after contract termination	Limitation Act 1980
Financial and Tax Records	6 year from the end of the last company financial year	Companies Act 2006

Who we share information with

Data processors

Person Centred Software

This data processor does the following activities for us: They collect and store patient data, daily notes, notes from professionals, health care updates.

MedeCare

This data processor does the following activities for us: They store information regarding patient medication.

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services

- Local authorities or councils
- Organisations we're legally obliged to share personal information with

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: amita.patel7@nhs.net

Telephone: 01304371126

Post: 198 Dover Road, Walmer, Deal, CT14 7NB

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>