

Policy - General Data Protection Regulation (GDPR)

The Data Protection Act changed and the new General Data Protection Regulation (GDPR) came into effect from 25 May 2018. GDPR rebalances the relationship between individuals and organizations, giving greater control to people about how their personal data is used.

As part of providing a good service to you, we need to collect and handle personal information from and about you. We hold and process this information in connection with managing your support needs and ensuring we meet your individual needs.

Your personal information needs to be kept confidential and we take great care to ensure it is collected, stored and handled responsibly and according to the legal requirements.

Privacy policy

This policy describes how MKD Services LTD will use any personal data you provide us. Please read this policy carefully and make sure that you understand your rights and responsibilities. In this policy, when we refer to the 'site' we mean anywhere on our website

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About us

MKD Services LTD (Company number 07768539), generates records from our contact with you, including records of some personal information which is subject to the General Data Protection Regulations ([GDPR](#)).

Registration with the Information Commissioner's Office

For the purpose of the Data Protection Act (1998) the following companies are registered as a data controller with the Information Commissioners Office with registration number of **ZA449706**

Personal data processed by MKD Services LTD

How we collect information from you

We collect information from you in a range of ways and at a number of different times.

These include:

- on forms, tenancy agreements, and contracts;
- through our ongoing contact with you
- via our website (see information we collect via our website and our [Cookie Policy](#) page)

How we use personal information

We collect, process, share and securely store personal information in compliance with the GDPR. We collect and process personal information to allow us to allocate and manage homes and to improve services.

'Special' personal information

Under GDPR certain personal information is classified as "special". Special data is information relating to physical or mental health, gender, religious or philosophical beliefs, political opinions, membership of a Trade Union, allegations of criminal offences and criminal convictions and offences. We minimise holding and using sensitive categories of personal information but, given the services we provide, there are times when we need to collect it and use it, for example when providing support for people with Learning disabilities, autism and mental health conditions. When we collect special categories of data we will notify you of how we will use it, including who it may be shared with.

What do we collect?

When you start to receive support from MKD Services LTD, we request and hold on file any information necessary to assess your support needs including: (as appropriate but not limited to) from parent/career, psychologist, psychiatrists, speech and language therapists, education reports, previous support providers, support workers, social workers, mental health workers .

If you provide us with personal information relating to members of your family or your associates we will assume that you do so with their knowledge and their consent to the collection and processing of the information.

It is important that you notify us of any changes to your personal information.

In connection with queries, complaints, reports of anti-social behaviour and other communications We may process information disclosed to us by any party (including yourself) in connection with allegations of anti-social behaviour where you are identified as an alleged victim, witness or perpetrator or are the reporting party. This may include your name, address and contact details, witness and other statements describing the alleged incident or behaviour and the circumstances, interviews and assessments by investigating officers, correspondence with relevant agencies, including (but not limited to) the police and local authorities. The legal bases for this processing are for performance of our contractual obligation to make sure that tenants are allowed quiet enjoyment of their homes. Also, for our legitimate interest in making sure that the local community neither commits nor suffers any unnecessary disturbance.

Who we collect personal data about?

MKD Services LTD collects, stores and processes personal data for several purposes, mainly: personnel administration, financial accounting, managing support needs and marketing. The detail of this is described in the table below.

In this section we have set out:

- a. the general categories of personal data that we may process
- b. the source and specific categories of that data, for personal data that we did not get directly from you
- c. the purposes for which we may process your personal data
- d. the legal bases of the processing. When we refer to a 'legal basis', we mean the provision of the General Data Protection Regulation under which we conduct the relevant processing.

Type of data	Purpose	Legal Basis	Retention period
Recruitment (potential staff)	Recruiting employees	Consent	6 months
Staff (this includes current and former staff, as well as Board and Committee members, apprentices and volunteers)	Administration	Performance of a contract	6 years after employment ceases
Payroll	Administration	Performance of a contract	6 years
Suppliers	Administration	Performance of a contract	6 years
Customers receiving care support (current, former, potential customers - this could include family & people associated with them)	Administration	Performance of a contract	End of support +6 years
Marketing email list	Sending newsletters	Consent	For as long as consent is valid

Data sharing

Your personal information will be kept secure and confidential. Usually, we will not disclose personal data without consent, but we may share information between the MKD Services LTD, with other agencies we work with, including local authorities, social services, the police, other social landlords and other agencies when MKD Services LTD believes it is in yours or the public's interest to do so, or as required by law.

Your rights

You have the following rights concerning your personal data:

Right of access You have the right to obtain confirmation from MKD Services LTD as to whether or not personal data concerning you are being processed, and, where that is the case, access to that personal data.

Right to rectification You have the right to oblige MKD Services LTD to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.

Right to erasure (right to be forgotten)	You have the right (under certain circumstances, but not all) to oblige MKD Services LTD to erase personal data concerning you.
Right to data portability	You have the right (under certain circumstances, but not all) to oblige MKD Services LTD to provide you with the personal data about you which you have provided to MKD Services LTD in a structured, commonly used and machine-readable format. You also have the right to oblige MKD Services LTD to transmit those data to another controller.
Right to withdraw consent	If the lawful basis for processing is consent, you have the right to withdraw that consent.
Right to object to direct marketing	Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.

Your right to complain to the Information Commissioners Office

If you wish to exercise any of your rights concerning your personal data, you should contact MKD Services LTD's Head office. If you are not satisfied with the response you receive you have the right to complain to the supervisory authority. In the United Kingdom this is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
(t) 0303 123 1113
(e) casework@ico.org.uk

Amendments

We may update this notice from time to time by publishing a new version. You should check occasionally to make sure you are happy with any changes to this privacy notice, although we will notify you of material changes to this notice using the contact details you have given us.

Signed: _____  _____ Date: **11/02/21**

Policy reviewed: **11/02/21**
Previous review dates: 30/09/2019
Original Policy date: 01/09/2018
Next Policy review: **10/02/2022**