

# REHAB WITHOUT WALLS

## INFORMATION NOTICE FOR CLIENTS

**Data controller (“RWW”):** Rehab Without Walls, 27 Presley Way, Crownhill  
Milton Keynes MK8 0ES

**Controller’s representative:** Melanie Bristow, Director of Operations

### ***Introduction***

Rehab Without Walls (RWW) collects information about you, so that through the process of providing case management we can identify, coordinate, and put in place the best possible rehabilitation and care packages for you.

RWW is committed to being transparent about how it handles your personal information, to protecting the privacy and security of your personal information and to meeting its data protection obligations under the General Data Protection Regulation (“GDPR”) and the Data Protection Act 2018. The purpose of this information notice is to make you aware of how and why we will collect and use your personal information both during and after your relationship with RWW. We are required under the GDPR to notify you of the information contained in this privacy notice.

RWW has appointed a data compliance lead to oversee compliance with this privacy notice. If you have any questions about this privacy notice or about how we handle your personal information, please contact Melanie Bristow on (01908) 560041, or by email on [melanie.bristow@rehabwithoutwalls.co.uk](mailto:melanie.bristow@rehabwithoutwalls.co.uk).

### ***Data protection principles***

Under the GDPR, there are six data protection principles that RWW must comply with. These provide that the personal information we hold about you must be:

1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

RWW is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

### ***What types of personal information do we collect about you?***

Personal information is any information about an individual from which that person can be directly or indirectly identified. It doesn’t include anonymised data, i.e. where all identifying particulars have been removed. There are also “special categories” of personal information which require a higher level of protection because it is of a more sensitive nature. The special categories of personal information comprise information about an individual’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data.

RWW collects, uses and processes a range of personal information about you. This includes:

- your contact details, including your name, address, telephone number and personal e-mail address
- your emergency contact details
- next of kin information
- your date of birth
- your gender
- details of your GP
- details of your personal injury solicitor
- details of your financial deputy
- details of your accident or injury
- information about your family relationships
- details of any benefits that you are receiving
- information about any care you may be receiving or will need to receive
- details of your education and work history
- information about your ability to drive a car

RWW may also collect, use and process the following special categories of your personal information (as applicable):

- information about your health, including any medical conditions, medical reports and related correspondence
- information about your racial or ethnic origin, religious or philosophical beliefs and sexual orientation
- information about criminal convictions and offences

#### ***How do we collect your personal information?***

RWW may collect personal information about you in a variety of ways. It is collected during the instruction process, either directly from you, or from the person referring you to RWW for case management, such as a solicitor or financial deputy. We may also collect personal information from other external third parties, such as your GP, other healthcare professionals involved in your rehabilitation, or the DWP.

We will also collect additional personal information throughout the period that you are a client of RWW.

Your personal information may be stored in different places, including in your client file, and in other IT systems, such as the e-mail system.

#### ***Why and how do we use your personal information?***

We will only use your personal information when the law allows us to. These are known as the legal bases for processing. We will use your personal information in one or more of the following circumstances:

- where we need to do so to fulfil the contract for services we have entered into with you, or your representative
- where we need to comply with a legal obligation, such as with the Care Quality Commission
- where it is necessary for our legitimate interests (or those of a third party), and your interests or your fundamental rights and freedoms do not override our interests.

We may also occasionally use your personal information where we need to protect your vital interests (or someone else's vital interests).

We need all the types of personal information listed under "*What types of personal information do*

*we collect about you?”* primarily to enable us to perform our contract with you and to enable us to comply with our legal obligations. In some cases, we may also use your personal information where it is necessary to pursue our legitimate interests (or those of a third party), provided that your interests or your fundamental rights and freedoms do not override our interests.

The purposes for which we are processing, or will process, your personal information are to:

- enable us to maintain accurate and up-to-date contact details
- performance of our contracted case management or expert role

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### ***What if you fail to provide personal information?***

If you fail to provide certain personal information when requested or required, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations. You may also be unable to exercise your statutory or contractual rights.

### ***Why and how do we use your sensitive personal information?***

We will only collect and use your sensitive personal information, which includes special categories of personal information and information about your health, criminal convictions and offences, when the law allows us to.

In this case, we will first provide you, or your representative with full details of the personal information we would like and the reason we need it, so that you can properly consider whether you wish to consent or not. It is entirely your choice whether to consent. Your consent can be withdrawn at any time.

We may also process these special categories of personal information, and information about any criminal convictions and offences, where we have your explicit written consent.

The purposes for which we are processing, or will process, these special categories of your personal information, and information about any criminal convictions and offences, are:

- to be able to carry out a full assessment of your rehabilitation and care needs
- to enable us to make referrals to relevant healthcare professionals
- to enable us to make referrals to care agencies
- to enable us to make referrals to relevant specialist services, such as architects for housing adaptations or vehicle suppliers for adapted vehicles

Where RWW processes other special categories of personal information, i.e. information about your racial or ethnic origin, religious or philosophical beliefs and sexual orientation, this is done only for the purpose of equal opportunities monitoring and in line with our data protection policy. Personal information that RWW uses for these purposes is either anonymised or is collected with your explicit written consent, which can be withdrawn at any time. It is entirely your choice whether to provide such personal information.

We may also occasionally use your special categories of personal information, and information about any criminal convictions and offences, where it is needed for the establishment, exercise or defence of legal claims

### ***Change of purpose***

We will only use your personal information for the purposes for which we collected it. If we need to use your personal information for a purpose other than that for which it was collected, we will provide you, prior to that further processing, with information about the new purpose, we will

explain the legal basis which allows us to process your personal information for the new purpose and we will provide you with any relevant further information. We may also issue a new privacy notice to you.

### ***Who has access to your personal information?***

Your personal information may be shared internally within RWW, including with members of the RWW management team, the case managers team, the administrative team, the accounts department, your case manager's line manager, if access to your personal information is necessary for the performance of their roles.

RWW may also share your personal information with third-party service providers (and their designated agents), including:

- healthcare professionals
- your GP
- care agencies
- educational professionals
- the Department of Work and Pensions
- the Driver Vehicle Licensing Authority
- Providers of specialist disability equipment or services
- We may also need to share your personal information with a regulator (such as with the Care Quality Commission) or to otherwise comply with the law.

We may share your personal information with third parties where it is necessary to administer the contract we have entered into with you, where we need to comply with a legal obligation, or where it is necessary for our legitimate interests (or those of a third party).

### ***How does RWW protect your personal information?***

RWW has put in place measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities. You can obtain further information about these measures from our data compliance lead (details on page 6).

Where your personal information is shared with third-party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own purposes.

RWW also has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

### ***For how long does RWW keep your personal information?***

RWW will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, health and safety, or reporting requirements.

RWW will generally hold your personal information only for the duration of your contract with the company.

Personal information which is no longer to be retained, will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

In some circumstances we may anonymise your personal information so that it no longer permits your identification. In this case, we may retain such information for a longer period.

### ***Your rights in connection with your personal information***

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes, e.g. you change your home address, during your contract with RWW. RWW cannot be held responsible for any errors in your personal information in this regard unless you have notified RWW of the relevant change.

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information - this is usually known as making a data subject access request and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected
- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy
- object to the processing of your personal information - this enables you to ask us to stop processing your personal information where we are relying on the legitimate interests of the business as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground
- data portability - this gives you the right to request the transfer of your personal information to another party so that you can reuse it across different services for your own purposes.

If you wish to exercise any of these rights, please contact our data compliance manager. We may need to request specific information from you in order to verify your identity and check your right to access the personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

In the limited circumstances where you have provided your consent to the processing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. If you wish to withdraw your consent, please contact our data compliance manager. Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another legal basis for processing.

If you believe that RWW has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

### ***Transferring personal information outside the European Economic Area***

RWW will not transfer your personal information to countries outside the European Economic Area.

### ***Changes to this privacy notice***

RWW reserves the right to update or amend this privacy notice at any time, including where RWW intends to further process your personal information for a purpose other than that for which the personal information was collected or where we intend to process new types of personal information. We will issue you with a new privacy notice when we make significant updates or amendments. We may also notify you about the processing of your personal information in other ways.

### ***Contact***

If you have any questions about this privacy notice or how we handle your personal information, please contact our **data compliance lead** as follows:

Melanie Bristow  
Director of Operations  
Rehab Without Walls  
27 Presley Way  
Crownhill  
Milton Keynes  
MK8 0ES

Tel: (01908) 560041

Email: [melanie.bristow@rehabwithoutwalls.co.uk](mailto:melanie.bristow@rehabwithoutwalls.co.uk)