Torvia is a Limited business, owned by Torvia Limited

This privacy notice explains how we use any personal information we collect during information gathering processes.

. Topics covered are:

* What information do we collect about you
* How do we use such information
* Access to your information and correction

**What data do we collect?**

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on friends and relatives of both our staff and people using our service:

* Basic details and contact information e.g. name and address

**Why do we have this data?**

By law, we need to have a lawful bases for processing personal data under the Data Protection Act 2018

Our Lawful Bases is a **Legal Requirement.** TheHealth and Social Care Act 2008 (Regulated Activities) Regulations 2014 and [the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) (No2) Regulations 2021](https://www.legislation.gov.uk/uksi/2021/891/made), require us to collect specific personal and sensitive information.

We process data because we have a legal requirement in holding next of kin and lasting power of attorney information about the people using our service and keeping emergency contact details for our staff.

We may also process data with consent. If we need to ask for permission, we will offer a clear choice and ask for confirmation of consent. We will also explain clearly what we need the data for and how consent can be withdrawn.

**Where do we process data?**

So that we can provide high-quality care and support we need specific data. This is collected from or shared with:

* Connected Individuals or their legal representative(s)
* Third parties

We do this face to face, via phone, via email, via our website, via post, via application forms and via apps.

Third parties are organisations we have a legal reason to share data with. These may include:

* Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, NHS trusts, and other health and care professionals
* The Local Authority
* The police or other law enforcement agencies if we have to by law or court order

The data that is kept about Individuals is personal data and **Torvia Limited** ensures that it is kept confidential and that it is used appropriately.

 Individuals have the following rights when it comes to their personal data:

* The right to request a copy of all of the data Torvia Limited keeps for that Individual, **Torvia Limited** will not charge for this service;
* The right to ask **Torvia Limited** to correct any data **Torvia Limited** has which is believed to be inaccurate. An Individual can also request that Torvia Limited restrict all processing of data while we consider their rectification request;
* The right to request that **Torvia Limited** erase any personal data which is no longer necessary for the purpose originally collected for**. Torvia Limited** retain data in line with the Information Governance Alliance’s guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>).
* An Individual may also request that **Torvia Limited** restrict processing if the personal data is no longer required for the purpose originally collected.
* Ask for data to be erased if **Torvia Limited** has asked for consent to process data, an Individual can withdraw consent at any time – please contact us to do so.
* If **Torvia Limited** is processing data as part of their legal requirement as an organisation or to complete a task in the public interest, the individual has the right to object to that processing. **Torvia Limited** will restrict all processing of this data while they look into the individual objection.

An Individual may need to provide adequate information for Torvia Limited staff to be able to identify them, for example, a passport or driver’s licence. This is to make sure that data is not shared with the wrong person inappropriately.

We have a legal responsibility to ensure all visitors sign in and out of the premises using our sign in sheets which are recorded and stored electronically.

This information will be stored securely and destroyed following data protection legislation.

If we need to contact you, please indicate below your preferred contact method.

Post Email Phone SMS

# Access to your information and corrections

The information is stored securely and available for your perusal and you can ask us to remove inaccurate information. Please email or write to us at :

**Torvia Limited**

**Unit 8, The U**

**Barras Moor Farm**

**Perranarworthal**

**TR3 7PE**

We will always respond to an Individual request as soon as possible and at the latest within **fourteen days .**

**Website**

Cookies are text files that collect data/information and visitor behaviour information on our website. Cookies track visitor use and compile statistical reports on website activity. Where you use our website, you can set your browser to accept or decline cookies. Please be aware that a decline in preference may mean a loss of function in some of our website features.

For further information on cookies visit: [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

**I have read and understood the above privacy notice**

Name

Signature

Date