



Privacy Statement

For residents, families, representatives and visitors

1. Who we are

Norwood Grange Nursing Home respects your privacy and protects the personal information you share with us. This statement explains what information we hold about residents, their families and representatives, and visitors, why we hold it, and your rights under data protection law.

Norwood Grange is operated by **Butterfly Care Limited**, a family-run company, from Ballinora, Waterfall, Co. Cork, T12 WA47. We are a 30-bed designated centre for older people registered with the Health Information and Quality Authority (HIQA), Centre ID OSV-0000258. We have cared for older people in Ballinora since 1996.

Butterfly Care Limited is the **data controller** for the personal information described here. This means we decide how and why it is used, and we are responsible for keeping it safe.

We follow the General Data Protection Regulation (GDPR), the Data Protection Acts 1988 to 2018, the Health Act 2007, and the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.

This statement covers residents (current, prospective and former), next of kin, family members, representatives, advocates and visitors. Staff, job applicants and contractors receive a separate employee privacy notice.

2. Information we collect

We collect only the information we need to care for residents safely and to meet our legal duties. Much of it is required by Schedules 3 and 4 of the Care and Welfare Regulations 2013.

About residents

- **Identity and contact details:** name, date of birth, address, PPS number, and a photograph for identification and medication records.
- **Health and care information:** medical history, diagnoses, medications, assessments, care plans, nursing and daily notes, GP and hospital correspondence, falls and incident records, end-of-life wishes and advance care directives.
- **Personal preferences:** routines, dietary needs, faith or spiritual preferences, interests, life story and communication needs, shared with consent to support person-centred care.
- **Legal and representative details:** next of kin, enduring power of attorney, decision support arrangements under the Assisted Decision-Making (Capacity) Act 2015, and any wardship order.



- **Financial and administrative details:** Nursing Homes Support Scheme (Fair Deal) information, contract of care, fees, invoices, and records of any money or property held on a resident's behalf.
- **Other records:** complaints, safeguarding concerns, and notifications to HIQA.

About families, representatives and visitors

- Name, relationship to the resident, phone number, email and address.
- Visitor sign-in records (name, date, time and person visited).
- Correspondence, complaints and feedback you send us.
- Images captured on CCTV, where it is in use (see section 5).

Where the information comes from

Most information comes from residents and their families. We also receive it from GPs, hospitals, the HSE, pharmacists, allied health professionals, social workers and previous care settings.

3. Why we use it and our legal basis

We use personal information to provide safe, person-centred nursing care and to run the home as the law requires. We never sell personal information or use it for marketing without consent.

Purpose	Legal basis under GDPR
Assessing, planning and delivering nursing and personal care	Article 6(1)(b) contract of care; Article 9(2)(h) provision of health and social care
Keeping the records required by HIQA regulations and notifying HIQA of incidents	Article 6(1)(c) legal obligation; Articles 9(2)(h) and 9(2)(i)
Sharing information with GPs, hospitals and pharmacists	Articles 6(1)(b) and 6(1)(c); Article 9(2)(h)
Acting in an emergency when a resident cannot consent	Article 6(1)(d) and Article 9(2)(c) vital interests
Safeguarding residents from abuse or neglect	Article 6(1)(c) legal obligation; Articles 9(2)(h) and 9(2)(g)
Fees, Fair Deal and resident finances	Article 6(1)(b) contract; Article 6(1)(c) legal obligation
Contacting next of kin and representatives	Article 6(1)(f) legitimate interests, or consent
Visitor sign-in and infection prevention and control	Article 6(1)(c) legal obligation; Article 6(1)(f) legitimate interests
Handling complaints under Regulation 34	Article 6(1)(c) legal obligation



Purpose	Legal basis under GDPR
Photographs in newsletters, on notice boards or on social media	Article 6(1)(a) consent, which can be withdrawn at any time

Where we rely on consent, we ask for it clearly and record it. Where a resident lacks capacity to consent, we work with their decision supporter, attorney or representative in line with the Assisted Decision-Making (Capacity) Act 2015.

4. Who we share it with

We share information only when it is needed for a resident's care, required by law, or agreed with the resident or their representative. We share the minimum needed.

- **Health and social care professionals:** GPs, hospitals, consultants, pharmacists, physiotherapists, occupational therapists, dietitians, speech and language therapists, chiropodists, palliative care teams and ambulance services.
- **The HSE:** for the Nursing Homes Support Scheme (Fair Deal), public health, safeguarding and social work teams, and infection control.
- **HIQA:** during inspections and through statutory notifications.
- **Other statutory bodies when the law requires it:** the Coroner, An Garda Síochána, the Decision Support Service, the Health and Safety Authority, and the courts.
- **Representatives:** next of kin, attorneys and decision supporters, in line with the resident's wishes and their legal authority.
- **Trusted service providers (data processors):** such as our electronic care record and medication system suppliers, IT support, payroll and accounts services, and secure shredding contractors. They act only on our instructions under written contracts.
- **Our professional advisers:** solicitors, auditors and insurers, when needed.

We do not transfer personal information outside the European Economic Area. If a supplier ever needs to, we will make sure appropriate safeguards are in place, such as EU Standard Contractual Clauses.

5. Security, retention and CCTV

Keeping information safe

Paper records are kept in locked cabinets and offices. Electronic records are password-protected, with access limited by role. Staff are trained in confidentiality and data protection, and are bound by a confidentiality clause in their contracts. Any data breach likely to put people at risk is reported to the Data Protection Commission within 72 hours, and to those affected where required.



How long we keep it

We keep records in line with Regulation 21 and our Records Management Policy (Policy 012).

Record	How long we keep it
Resident care records (Schedule 3)	At least 7 years after the resident leaves or dies
Other records required by Schedule 4	At least 7 years from the date made
Financial and fee records	6 years after the end of the financial year, as required by Revenue
Complaints records	At least 7 years after the complaint closes
Visitor sign-in records	[12 months]
CCTV footage	[28 days], unless needed for an investigation

When records reach the end of their retention period, they are securely shredded or permanently deleted.

CCTV

We use CCTV at entrances, exits and external areas to protect the safety and security of residents, staff and visitors. Cameras are not placed in bedrooms, bathrooms or other private areas. Signs show where CCTV is operating. Footage is viewed only by authorised staff and shared only with An Garda Síochána or others where the law requires.

6. Your rights

You have the following rights over your personal information. A representative with the proper legal authority can exercise them on a resident's behalf.

- **Access:** ask for a copy of the information we hold about you.
- **Rectification:** ask us to correct information that is wrong or incomplete.
- **Erasure:** ask us to delete information, where we are not legally required to keep it.
- **Restriction:** ask us to limit how we use your information in certain cases.
- **Objection:** object to us using information on the basis of legitimate interests.
- **Portability:** ask for information you gave us in a portable format, where it is processed by consent or contract.
- **Withdraw consent:** at any time, where we rely on consent. This does not affect anything done before you withdrew it.



To make a request, contact us using the details in section 7. We will reply within one month, free of charge. We may need to confirm your identity first. Some rights are limited where the law requires us to keep records, such as HIQA-required care records.

If you are unhappy

Please raise any concern with us first; we will try to resolve it quickly. You also have the right to complain to the Data Protection Commission:

- **Website:** www.dataprotection.ie
- **Post:** Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28
- **Phone:** 01 765 0100

7. Contact us

For any question about privacy, or to make a data protection request, contact our Data Protection Officer:

Name	Orla OSullivan
Address	Norwood Grange Nursing Home, Ballinora, Waterfall, Co. Cork, T12 WA47
Phone	021 487 3291
Email	Orla@norwoodgrange.ie

You can also speak to the Person in Charge or any nurse on duty, who will pass your request on.

This statement is available at reception, in the Residents' Guide, and in large print on request. We review it every year, or sooner if the law or our practices change.

Document control

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Signature	<i>Orla OSullivan</i>