

Cookie Policy

Cookies

In order to monitor and improve the experience of our website and services, we may use in-house and third-party tracking technologies and tools, such as cookies and the analysis of log files. A cookie is a small text file that is placed on the PC, smartphone, tablet or other device that you use to browse our site. Cookies are used to collect information about how you use our site. Our cookies do not contain any personally identifiable information. Common uses for cookies include:

- collecting information about pages that are visited most often
- finding out if visitors get any error messages from our web pages
- seeing which links visitors follow or don't follow

Google Analytics Cookies

Like many services, Google Analytics uses first-party cookies to report on visitor interactions. These cookies are used to store non-personally identifiable information, such as

- What time the current visit occurred
- Whether the visitor has been to the site before
- What site referred the visitor to the web page

For more information about this cookie, visit the [Google Advertising Privacy FAQ](#). To manage your settings for this cookie and opt-out of this feature, visit the [Ads Preferences Manager](#).

Google Display Network also collects Interest-based advertising data such as age, gender and interests.

The data stored by these cookies never shows personal details from which your individual identity can be established.

Targeting cookies

These cookies are used so that we can show you our online advertising when you visit other sites that are part of a network that enables advertising to be shown in this way. This is why you may sometimes see Bellavista Nursing home advertisement on other websites after you have visited our site. These cookies may also be used for our market research and to help measure the effectiveness of an advertising campaign.

Why we use cookies

Cookies help us to make our site better suited to your needs. Our cookies do not store personal information - such as your name, address, or phone number - in a format that other people can read. Our cookies cannot look at, read or search any other information held on your device or your hard drive about you or your family. The website that places a cookie owns that cookie. This means only that particular website and other sites that it has agreed to share information with can read the information stored using a cookie.

How to manage cookies

Your web browser has settings that enable you to choose how to manage cookies or to switch them off. Switching off cookies may mean that you can no longer make use of all of the services on our website. You can find out more about managing and switching off cookies at an independent website: allaboutcookies.org

Links to external sites

Bellavista Nursing home cannot be held responsible for the privacy practices or content on external websites. If you visit an external site from a link on our site, we recommend that you read their privacy and cookie policies, as we are not responsible or liable for anything on that site.

Data Policy

INTRODUCTION

Bellavista Nursing homes provides quality residential care including nursing, respite and dementia care.

This notice describes how Bellavista Nursing homes collects, uses and manages the information it holds about you, including how the information may be shared and how the confidentiality of customer information is maintained.

These sections below contain some important information that will help explain what information we process and why.

1.1 When do we collect personal data about you?

When we refer to personal data in this notice, we mean information that can or has the potential to identify you as an individual.

We will collect and process personal data about you at the following stages:

Stage	Description
- Community Enquiry	<ul style="list-style-type: none">• <i>When you enquire about our wide range of services by visiting one of our websites, completing an enquiry form, speaking to us over the telephone or visiting one of our residential homes</i>
- Community Visit	<ul style="list-style-type: none">• <i>When you or a responsible party comes to visit us for a residential tour and to discuss our services in more detail</i>
- Care Assessment	<ul style="list-style-type: none">• <i>When we undertake a more detailed assessment of your medical and care home needs</i>
- Care Agreement	<ul style="list-style-type: none">• <i>When contract negotiations commence and / or agreement to proceed is obtained</i>
- Resident	<ul style="list-style-type: none">• <i>During your stay with us as a resident</i>

1.2 What personal data may we collect from you and why?

Community Enquiry

During this stage we rely on our 'legitimate interests' to process your personal data.

Data Category	Reason for Processing
<ul style="list-style-type: none"> - Personal Identifiers - Contact Details 	<ul style="list-style-type: none"> • To provide you or a responsible party with information about services that you request or that we feel may be of benefit to you • To maintain contact with you and to provide you with ongoing information about related services that we feel may be of benefit to you • Internal record keeping and administration

Community Visit

During this stage we rely on our 'legitimate interests' to process your personal data.

Data Category	Reason for Processing
<ul style="list-style-type: none"> - Personal Identifiers - Contact Details 	<ul style="list-style-type: none"> • To provide you or a responsible party with information about products and services that you request from us • To provide you or a responsible party with information about products and services that we feel may be of benefit to you • Internal record keeping and administration • To maintain contact with you and to provide you with ongoing information about related services that we feel may be of benefit to you
<ul style="list-style-type: none"> - Personal Information - Special Category Data Third Party Information - Other Information 	<ul style="list-style-type: none"> • To understand the level of care required (including any medical treatment(s) and specialist care)

Care Assessment

During this stage we will rely on our 'legitimate interests' to process your personal data.

Data Category	Reason for Processing
<ul style="list-style-type: none"> - Personal Identifiers - Contact Details 	<ul style="list-style-type: none"> • To provide you or a responsible party with information about products and services that you request from us • To maintain contact with you and to provide you with ongoing information about related services that we feel may be of benefit to you • To maintain contact with you and to provide you with ongoing information about related services that we feel may be of benefit to you
<ul style="list-style-type: none"> - Personal Information - Special Category 	<ul style="list-style-type: none"> • To understand the level of care required (including any medical treatment(s) and specialist care)

<i>Data Third Party Information - Other Information</i>	<ul style="list-style-type: none"> • <i>Internal record keeping and administration</i>
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Care Agreement

During this stage we will rely on ‘contractual necessity’ to process your personal data.

Data Category	Reason for Processing
<i>- Personal Information - Special Category Data Third Party Information - Other Information</i>	<ul style="list-style-type: none"> • <i>To determine the required pricing structure and prepare the contracts</i> • <i>Internal record keeping and administration</i>

Resident Stage

During this stage we will rely on ‘contractual necessity’ to process your personal data with the exception of data marked with a (#) below where we will rely on ‘legal obligation’.

Data Category	Reason for Processing
<i>- Personal Identifiers - Contact Details - Personal Information - Third Party Information - Other Information</i>	<ul style="list-style-type: none"> • <i>To carry out our obligations to you arising from any contract</i> • <i>Responding to your queries and every day residential needs</i> • <i>To carry out our obligations to you arising from any contract</i> • <i>Supporting your medical treatment or care and other benefits</i> • <i>To carry out your obligations to us arising from any contract</i> • <i>Billing, accounting and payment services</i> • <i>Responding to requests where we have a legal or regulatory obligation to do so</i> • <i>Assessing the quality and type of care you have received and any concerns or complaints you may raise</i> • <i>Internal record keeping and administration</i> • <i>For internal audit and accounting purposes together with the preparation and review of management information</i>

For further details of the data types contained within each category please refer to the Annex of Personal Data Types which can be found in section 1.11.

Your decision to provide any personal data described above to us is voluntary. If you chose not to provide any of the personal data requested, our ability to enter into a contract and or fulfil obligations to you arising from any contract may be limited.

FURTHER DETAILED INFORMATION

1.3 **Data sharing and transfers**

In the usual course of business Bellavista Nursing homes may disclose your personal data which will include health information as recorded below (to the extent necessary) to (i) its affiliates, and certain third-party processors within Bellavista Nursing homes has retained to perform services on its behalf and pursuant to its instructions. This may include sharing with:

- Bellavista Nursing homes for the provision and delivery of services, IT application support, internal audit reviews and investigations, quality assurance, program monitoring, management reporting and other internal purposes
- Operating companies for internal audit, reviews, management information and reporting. Full details of the operating companies can be found in the glossary
- business partners, suppliers and sub-contractors for the provision of the contracted services.
- organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored.
- third party debt collectors for the purposes of debt collection.
- delivery companies for the purposes of transportation.
- third party service providers who perform services on our behalf based on our instructions, for instance, for the purposes of storage of information and confidential destruction. We do not authorise these service providers to use or disclose the information except as necessary to perform services on our behalf or comply with applicable legal obligations.

Where a third-party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

Bellavista Nursing homes may also disclose your personal data (ii) if it is required to do so by law or legal process, or (iii) in response to lawful requests from public authorities, including to meet national security, public interest or law enforcement requirements. Bellavista Nursing homes also reserves the right to transfer Personal Data in the event of an audit or if the company sells or transfers all or a portion of its business or assets (including in the event of a merger, acquisition, joint venture, reorganization, dissolution or liquidation).

1.4 [Third country data transfers](#)

Due to the global nature of our operations, we may transfer the Consumer Personal Data we collect about you to recipients in countries other than the country in which the information originally was collected. For example, we may disclose your personal data to Bellavista Nursing homes and Bellavista Nursing homes and access to your personal data will be limited to individuals who have a need to know the information for the purposes described in this Notice, and may include personnel in the HR, IT, compliance, legal, finance, accounting, internal audit, marketing and risk management functions.

Where we transfer your personal data to a country which may not have the same data protection laws as the country in which you initially provided the information (such as the India), we will protect that information as described in this Privacy Notice and will comply with applicable legal requirements providing adequate protection for the transfer of personal information to recipients in countries other than the one in which you provided the information. Your information will also be transferred to our third-party service providers in the India . We have implemented appropriate safeguards to ensure an adequate level of data protection, including by concluding data transfer agreements incorporating the European Commission's Standard Contractual Clauses under Article 46 of the EU General

Data Protection Regulation (GDPR). You may contact the Data Protection Officer as indicated below to obtain further information on the transfer mechanism.

1.5 [Health information collected during provision of treatment or services](#)

Sensitive personal data (including information relating to your health) will only be disclosed to third parties in accordance with this Privacy Notice. That includes third parties involved with your treatment or care, or in accordance with UK laws and guidelines of appropriate professional bodies.

Where applicable, it may be disclosed to any person or organisation who may be responsible for meeting your treatment and or care. It may also be provided to external service providers and regulatory bodies for the purpose of clinical audit to ensure the highest standards of care and record keeping are maintained.

Medical professionals working with us: We may share clinical information about you with our medical professionals as we think necessary for your treatment and care.

External practitioners: If we refer you externally for treatment, we may share with the person or organisation that we refer you to, the clinical and administrative information we consider necessary for that referral. It will always be clear when we do this.

Your GP: If the practitioners treating you believe it to be clinically advisable, we may also share information about your treatment with your GP.

The NHS: If you are required to attend hospital, we may share the details of your treatment with the part of the NHS, as necessary to perform further treatment and care.

Care home regulators: We may be requested, and in some cases required, to share certain information (including personal data and sensitive personal data) about you and your care with regulators such as the CIW.

From time to time we may also make information available on the basis of necessity for treatment, the provision of healthcare and payment.

In an emergency and if you are incapacitated, we may share your personal data (including sensitive personal data) to third parties on the basis of protecting your 'vital interest' (i.e. your life or your health).

We will use your personal data in order to monitor the outcome of any treatment associated with your care.

1.6 [How we protect your personal data](#)

We maintain appropriate technical and organisational measures designed to protect your personal data against loss or accidental, unlawful or unauthorised, alteration, access, disclosure or use.

1.7 [Retention period](#)

We retain personal information for as long as we reasonably require it for legal and business purposes. In determining data retention periods, Bellavista Nursing homes also takes into consideration local laws, relevant regulations and contractual obligations.

1.8 [Your rights as a data subject](#)

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you. Bellavista Nursing homes reserves the right to charge a reasonable fee based on our administration costs where further copies are requested.
- Right of rectification – you have the right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have the right to request that we restrict the processing.
- Right of portability – in certain circumstances you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing and profiling

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

If you would like to exercise any of your data subject rights, please contact us using one of the methods highlighted below.

1.9 [Contact Information](#)

Please contact us if you have any questions about our privacy notice or information we hold about you:

- By email at gm@bellavistanursinghome.com
- By writing to us at Data Protection Officer, Bellavista Nursing homes Cardiff Ltd, 2 Harrowby place , Cardiff CF14 3DX

1.10 [Complaints](#)

In the event that you wish to make a complaint about how your personal data is being processed by us (or third parties as described in 1.3 & 1.4 above) please contact the data protection officer at the address detailed above.

If you are not satisfied with how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority at the Information Commissioner's Office (ICO), Churchill House, 17 Churchill Way, Cardiff CF10 2HH or via 02920678400

1.11 [Personal data types & items](#)

Data Type	Data Items
<i>Personal Identifiers</i>	<i>Residential Account Number Client ID Number National Insurance Number NHS Number Online Identifiers (IP Address)</i>
<i>Contact Information</i>	<i>Name Address Email Telephone Room Number Community Name</i>
<i>Personal Information</i>	<i>Date of Birth Dietary Information Gender Marital Status Photograph Residential Status</i>
<i>Financial Information</i>	<i>Bank Details Personal Assets Personal Liabilities Residence Account Balance</i>
<i>Special Category Information</i>	<i>Ethnic Origin Health Information Religion</i>
<i>Third Party Information</i>	<i>Enquirer Details GP Details Guarantor Details NOK Details POA Details Responsible Party Details Spouse Details</i>
<i>Other Information</i>	<i>Date of Admission Details of Incident</i>

1.12 [Use of cookies](#)

You can read more about our use of cookies on our [Cookies page](#)

1.13 [Glossary](#)

[Consent](#)

In certain circumstances, we are required to obtain your consent to the processing of your personal data in relation to certain activities.

Article 4 of the GDPR states that (opt-in) consent is "any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her." In plain language, this means that:

- you have to give us your consent freely;
- you have to know what you are consenting to;
- you should have choice over which processing activities you consent to and which you don't; and
- you need to take positive and affirmative action in giving us your consent

We will keep records of the consents that we have received from you.

You have the right to withdraw your consent to these activities. You can do so at any time, and details of how to do so can be found above.

[Contractual necessity](#)

Article 6 of the GDPR states that we can process your data on the basis that such processing is necessary in order to enter into or perform a contract with you.

The "contractual performance" lawful basis permits the processing of personal data in two different scenarios:

- Situations in which processing is necessary for the performance of a contract to which you, the data subject, is a party. This may include, for example, processing your health details for the provision of residential care.
- Situations that take place prior to entering into a contract such as pre-contractual relations. For example, a formal review of the health confirmation collected during the care package assessment to determine the level of care required and the associated residential costs.

From the point at which contract negotiations commence and throughout your stay with us we will rely on contractual necessity as the lawful basis for the majority of personal data processing activities.

[Compliance with legal obligations](#)

Article 6 of the GDPR states that we can process your data on the basis that we have a legal obligation to perform such processing. Processing is permitted if it is necessary for compliance with a legal obligation.

[Legitimate Interests](#)

Article 6 of the GDPR states that we can process your data where it is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of you which require protection of personal data.

[Operating Companies](#)

<i>Bellavista Nursing home Cardiff Ltd</i>	2 Harrowby place , Cardiff CF10 5GB
<i>Bellavista Nursing home Wales Ltd</i>	108 Tynwydd Rd, Barry CF62 8BB