

Privacy notice

Care and supported living



In this easy read document, difficult words are **bold**. We explain what these words mean in the sentence after it is used.



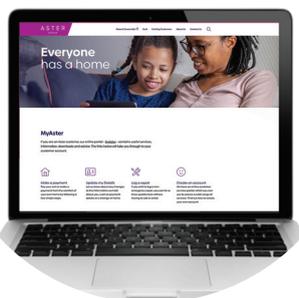
This Privacy Notice explains how the Aster Group use your **personal data**.



Personal data is any information about a living person which can be used to identify that person.



If you need help to understand this then your Support Worker will help you.



If you want to read the full version of Aster Group **Privacy Notice** it is here. [\(link\)](#)



This notice explains your rights and what our **obligations** are (what Aster need to do.)



The notice also explains how we **store** (look after) your data safely.



This Privacy Notice is for residents who live in our Care Homes and who receive full time care services from us.



It is also for customers who live in our Supported Living Schemes and receive support provided by the Aster Group.



If you are a supported living customer, we also manage your personal data about your housing tenancy.

Our care and supported living services

A S T E R
GROUP

Aster care and supported living services are provided by the following companies in the Aster Group.

C&C
LONDON HOMES
SINCE 1926

Central and Cecil Housing Trust

Grace House, 26 Lodge Road,
London NW8 7ER.



Enham Trust

Enham Place, Enham Alamein,
Andover, Hampshire SP11 6JS.



East Boro Housing Trust

Sarsen Court, Horton Avenue,
Cannings Hill, Devizes, Wiltshire SN10 2AZ.



They are all registered with the Care Quality Commission (CQC) as health and social care providers.



Your data helps us



We need to keep personal data about you so that we can give you the best service possible.



We keep data about your **advocate** who is a person who can tell us what you need. Your advocate could be your **next of kin**, such as a parent, sister, brother or your child.



Or your **appointee** who is a someone or an organisation you have asked to manage your benefits if you are unable to do so.

What data we collect



Your name, date of birth, and contact details.





Information about your health and care needs.



People who help you, like your family or carers.



Your medicines and doctor's details.

Who we share your data with



We only share your personal data with individuals or organisations (such as Aster colleagues, suppliers or contractors, local authorities, statutory bodies, insurers, professional advisors).

We will only share your personal data where we need to or the law tells us to.



How long we keep your data

We only keep your data for as long as it is needed for the purpose it was collected, or as long as the law instructs us to.



The law and your data

The law says we must have a good reason to use your personal information.

We will collect, process and store your information in line with all care and support services laws.



Some of the laws are

The Care Act 2014.

Care Quality Commission Regulation 2009.

Data Protection Act 2018.



Your health information



We are part of the **NHS** (National Health Service) National Data **Opt-Out** (say no) programme.



If you don't want the NHS to use your confidential patient information for research, then you can say no.

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Central & Cecil Trust only

This is where all of the information that organisations have about you is stored.

Find more by clicking on the logo.



The people looking after you can quickly assess you and make the best decision or plans about your care.



Not happy about your care?



Email us:
complaints@aster.co.uk



Or visit Care Quality Commission (CQC)
www.cqc.org.uk

Data protection help



Email us if you have any questions about how we look after your personal data or if you want to know more about your rights.
dataprotection@aster.co.uk