



Visitors privacy statement

This privacy statement explains when and why we collect personal information relating to visitors to Abbeyfield properties (e.g. personal and professional visitors to houses and homes), how we use it, the conditions under which we may disclose it to others and how we keep it secure. This statement may change from time to time so please check this page occasionally to ensure that you're happy with any changes.

Any questions regarding our Policy or this privacy statement should be sent by email to: post@abbeyfield.com or write to The Company Secretary, The Abbeyfield Society, 2 Bricket Road, St Albans, AL1 3JW.

Who are we?

The Abbeyfield Society is a registered charity (no. 200719) and company limited by guarantee (no. 574816). The registered address 2 Bricket Road, St Albans, AL1 3JW (Abbeyfield).

How we collect your information

Abbeyfield will require relevant information from you to ensure visits to our schemes are conducted appropriately. This information may be collected or requested via a variety of sources when you wish to arrange a visit to one of our properties, including when you: complete one of our forms, when you call, write, e-mail or meet with us.

What information we collect about you

The information we will require from all visitors includes:

- Full name
- Car registration number, where required

During the COVID-19 pandemic, the additional information we require from all visitors includes:

- Contact details
- Details relating to your Lateral Flow Test (LFT) or Polymyrase Chain Reaction (PCR) test, including the test result

For professional visitors (and other non-personal visitors) to care homes, the information required includes:

- A record of your COVID-19 vaccination status or your exemption status. We don't keep a copy of the proof of vaccination or exemption or the reason why you might be exempt.



We require this data to meet our obligations under the [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#).

If you do not provide the information we need then we may not be able to permit your visit within our property.

What processing we do with information collected

The information we require from you is used to comply with our health and safety and fire safety requirements to keep you and our residents and staff safe.

During the COVID-19 pandemic, the additional information is required for public health purposes to manage and avoid the spread of COVID-19 infection within our properties.

The processing activities we conduct can be summarised as:

- Meeting our legitimate business interests; and
- Complying with relevant legislation and regulation.

Abbeyfield conducts analysis to help improve our business processes and the services offered to our staff, visitors and residents, as well as to evaluate our performance against other benchmarks. When possible, statistical information is anonymised or pseudonymised.

Abbeyfield operates a range of information and communications systems and technologies for efficient operation of the business. Personal information is stored and managed within those systems which are maintained to achieve a high level of confidentiality, integrity and availability including following best practice cyber security standards.

We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

Who we share data with and how long we keep information

Abbeyfield may need to share personal information with government departments and agencies, with our regulator and auditors or with other organisations and agencies where we are legally allowed or obliged to do so.



The organisations which Abbeyfield will commonly share personal data with include the Department of Health and Social Care, local Health Protection Teams (HPT), Public Health England and the Care Quality Commission (CQC) when required to do so.

What we will not do

We will not send you unsolicited marketing material. We will not sell your personal data on to third parties.

We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that.

We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

Your rights, the right to complain and the ICO

You have the right to request a copy of the data we hold about you. If you wish to request access to any of your personal data please [complete a Subject Access Request form](#). We will respond within a month of making a request.

It will always help if you can be specific about what personal data you want to see, what it relates to and within what time frame, as that will assist our search.

You have the right to correct information that we hold. Please advise us of any changes or corrections by contacting post@abbeyfield.com. You may withdraw your consent to use any information that was previously provided with your consent. Please advise us if you wish to withdraw any consent previously given to post@abbeyfield.com.

You also have other rights which can be seen by visiting the [Information Commissioner's Office \(ICO\) website](#) and reading about Data Protection law.

You have the right to complain about any matter relating to our service, including how we use your personal data. In the first instance please refer to our complaints policy.

If you wish to complain about our use of your personal data you may complain to the [UK Information Commissioner's Office](#) (ICO).

Changes to our Privacy Statement



Our Privacy Statement is regularly kept up to date and this version was updated on **2 December 2021**.