



Resident and Next of Kin Privacy Notice

Within our Care Homes, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Notice explains how we collect, use, and protect your personal data as a Resident of our Care Homes. We value your trust and take your privacy seriously.

1. Data Controller

Malhotra Group PLC (“we”, “our”, “us”) processes personal data in accordance with our obligations under the General Data Protection Regulations (‘GDPR’) and is a registered Data Controller with the Information Commissioner’s Office (‘ICO’), which is the supervisory authority responsible for the oversight and enforcement of Data Protection Legislation within the United Kingdom.

ICO Registration Number: ZA293022, ZB572273, ZA044474 (under Malhotra Group PLC)

2. Data Protection Officer

The Data Protection Officer (DPO) for the Company is Paul Wright. You may contact the DPO if you would like to:

- Receive a copy of your data;
- Have any questions you feel have not been covered by this Privacy Notice;
- Have any concerns about the processing of your data; and/or
- Wish to make a complaint about the processing of your data.

You can contact our DPO via email at: paul@malhotragroup.co.uk or call 0191 233 0387 to speak to him at Head Office.

If you wish to make a Data Subject Access Request (DSAR), please use the link on our Company website at www.malhotragroup.co.uk for further information.

3. Information We Collect

We may collect the following types of personal information about you:

- Basic personal details (e.g., name, date of birth, address, contact information);
- Health and medical information (e.g., medical history, medications, allergies);
- Financial information (e.g., billing and payment details);
- Emergency contact details;
- Dietary preferences and restrictions;
- Care preferences and records;
- Photographs and CCTV footage for security and safety purposes; and
- Communications and correspondence with you.

We may also collect the following information regarding your Next of Kin/Family members:

- Basic personal details (e.g., name, date of birth, address, contact information);
- Financial information (e.g., billing and payment details);
- Communications and correspondence with your Next of Kin/family members; and/or
- Photographs and CCTV footage for security and safety purposes

4. Purposes of Processing

We process your personal data for the following purposes:

- Providing you with care and support in accordance with your individual care plan;
- Administering and managing your stay within one of our Homes;
- Communicating with you, your family, and healthcare professionals;
- Ensuring your safety and security within the Care Home premises;
- Complying with legal and regulatory requirements; and/or
- Conducting quality assurance and improvement activities.

5. Legal Basis for Processing

We process your personal data on the following legal bases:

- To fulfil our contractual obligations with you as a Resident;
- To comply with our legal obligations, such as safeguarding requirements;
- With your consent when necessary, such as sharing information with healthcare providers;
- For other reasons including the necessity to protect your vital interests and our legitimate interests in managing our relationship with you we intend to employ personal information in a manner that aligns with reasonable expectations while causing minimal privacy impact by adhering to the following principles:
 - o We must identify a legitimate interest; and
 - o We must demonstrate that the gathering and utilisation of personal information are essential to realising this interest; and
 - o We must carefully weigh the interests of the Group or any other relevant parties against the individual's interests, rights, and freedoms.

6. Data Retention

We will retain your personal data for as long as necessary for the purposes stated in our Data Retention Policy (which can be found on the Company website) and in compliance with applicable laws and regulations.

7. Sharing Your Information

We may share your personal data with the following parties:

- Healthcare professionals, such as doctors and nurses, for your medical care;
- Family members and emergency contacts, as authorised by you or required for your well-being;
- Regulatory authorities and government bodies, as required by law; and
- Third-party service providers, such as IT support, for operational purposes.

8. Your Rights

As a Resident of our Care Home, you have the following rights regarding your personal data:

- The right to access your personal data.
- The right to correct inaccurate or incomplete information;
- The right to request the erasure of your data under certain circumstances;
- The right to restrict processing in certain situations;
- The right to data portability;
- The right to object to processing based on legitimate interests.

To exercise any of the rights above or for more information, please contact our Data Protection Officer.

9. Complaints

If you have concerns about how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) or another relevant supervisory authority.

10. Contact Us

If you have any questions or concerns about this Privacy Notice or our data practices, please contact our Data Protection Officer.

This privacy notice was last updated in **January 2026** and will be reviewed at least on an annual basis.