

PRIVACY NOTICE

We ask you to read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use, and share personal information, your rights in relation to your personal information and on how to contact us and other organisations in the event of a complaint.

Introduction

We are Care 24-7 Limited. In order that we can provide care and support services to the people we support we need to collect and use personal information.

Personal information means any information from which you can be identified, but it does not include information where your identity has been removed (anonymous data).

As a 'controller' of personal information we are responsible for how that data is managed. The General Data Protection Regulation (GDPR), which applies to the United Kingdom and across the European Union, sets out our obligations to you and your rights in respect of how we manage your personal information.

As a 'controller' of your personal information, we will ensure that the personal information we hold about you is:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

If you have any questions about this privacy notice or would like further explanation as to how your personal information is managed, please send an email to jeanetteemmett@care247.ltd.uk, or write to Care 24-7 Limited, The School House, 20 Snowden Road, Wrose, Shipley BD18 1JD or call 01274 597711.

The personal information we collect and use in relation to people who enquire about and use our services

Information collected by us

When you enquire about our care and support services and during the course of providing care and support services to you we collect the following personal information when you provide it to us:

- Your name, home address, date of birth and contact details (including your telephone number and email address) and emergency contacts.
- Your allergies and any medical, physical or mental conditions you have and in particular your care needs.
- Your likes, dislikes and lifestyle preferences (including your religious beliefs or other beliefs of a similar nature, racial or ethnic origin, politics, health, sex life, sexuality and genetics in so far as they relate to providing you with suitable care.
- Bank details.

Information collected from other sources

We also collect personal information from other sources such as:

- Your allergies and any medical, physical or mental conditions and in particular your care and support needs, from any appropriate external social or health care professionals, including your G.P.
- Your name, home address, date of birth, contact details, needs assessments and financial assessments from any appropriate external social or health care professionals, including any relevant public body regardless of whether you are publically funded.
- Yours likes, dislikes and lifestyle preferences in so far as they relate to providing you with suitable care from your family, friends and any other person you have nominated as your representative.
- Your Attorney or Deputy (if applicable).

We use your personal information to:

- Prepare, review and update a suitable care plan, describing the nature and level of care and support services which we supply to you.
- Communicate with you, your representative, and any appropriate external social or health care professionals about your individual needs in respect of the service delivered to you.
- Make reasonable adjustments, when required, to meet your individual needs to promote your personal health and safety.
- Invoice you for the care and support services in accordance with our terms and conditions.
- Carry out quality assurance procedures, review our services and improve our customer experience.

Situations where we may share your personal information.

We regularly share your medical information with appropriate external social or health care professionals, including your GP and pharmacist and any individuals you have nominated as your representative. This data sharing enable us to establish the type of care and support you need. It also allows us to design the right care package to suit your individual circumstances. This data will also be shared with an alternative provider should you decide to change providers.

We share personal information with law enforcement or other authorities if required by law. This includes information required by public bodies to evidence our compliance with the applicable regulatory framework. We are also required to share personal information with external social or health care professionals, including public bodies and local safeguarding groups (in some circumstances) to ensure your safety.

We will not share, sell or trade your personal information with any other third party.

Whether information has to be provided by you, and if so why

The sharing of your medical, physical or mental condition is necessary to enable us to create a care plan and to provide you with suitable care and support services. Without this information, we will not be able to assess your needs or provide any services to you.

In addition the provision of your name and home address is required so that we can arrange a care worker to attend your home to deliver the services and so that we can invoice you for the fees (if applicable).

We will let you know at the point of collecting information, whether you are required to provide it to us.

How long will we keep your personal information?

- We will hold the personal information kept with your client file as long as we are required by law.
- We will hold payroll information for as long as required by HMRC.

Why can we collect and use your personal information?

The GDPR enables us to collect the information on the following grounds:

- Article 6(1)(b) – processing is necessary for the performance of our contracts to provide individuals with care and support services
- Article 6(1)(c) – processing is necessary for us to demonstrate compliance with our regulatory framework and the law
- Article 9(2)(h) – processing is necessary for the provision of social care or management of social care systems and services

Your Rights

Under the GDPR you have a number of important rights free of charge. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal data
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- Require us to correct any mistakes in respect of the information we hold;
- Require the deletion of personal information concerning you, in certain situations. **Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with your contractual or legal obligations, we may no longer be able to provide care and support services to you;**
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to a third party in certain situation;
- Object at any time to processing of personal information concerning you for direct marketing;
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- Object in certain other situations to our continued processing of your personal information;
- Claim compensation for damages caused by our breach of any data protection laws;

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation.](#)

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your information

to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Complaints

We hope we can resolve any query or concern you raise about our use of your information, however if you are dissatisfied with our response GDPR also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the U.K. is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone 0303 123 1113

We may change this privacy notice from time to time. When we do so we will inform you via letter/email.