



DATA PROTECTION POLICY

DATA PROTECTION

Home Angels Healthcare Services Ltd

Policy Statement

Our organisation believes that all records required for the protection of service users and for the effective and efficient running of the organisation should be collected, maintained and kept according to the Data Protection Act 1998.

The Policy

PRIVACY

We take your privacy very seriously and we ask that you read this privacy policy 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 how to contact us and supervisory authorities in the event you have a complaint.

WHO WE ARE

Home Angels Healthcare Services Ltd is a domiciliary healthcare agency, we are registered under the Data Protection Act 1998 and all storage and processing of personal data held in manual records and on computers in the organisation will comply with the Act. Our organisation understands that, according to the Data Protection Act 1998, personal data should:

- Be obtained fairly and lawfully
- Be held for specified and lawful purposes
- Be processed in accordance with the person's rights under the GDPR
- Be adequate, relevant and not excessive in relation to that purpose
- Be kept accurate and up to date
- Not be kept for longer than is necessary for its given purpose
- Be subject to appropriate safeguards against unauthorised use, loss or damage
- Be transferred outside the European Economic Area only if the recipient country has adequate data protection.



Under (General Data Protection Regulation), our organisation has a nominated data user/data controller. The data user/data controller for this organisation is the Registered Manager or Nominated Deputy, who can be contacted on admin@homeangelscare.com or through our website www.homeangelscare.com

The data user must keep up to date with all relevant legislation and guidance which has already been mentioned in previous policies (please refer to policies and procedures on confidentiality).

THE PERSONAL INFORMATION WE COLLECT AND USE

Personal information provided by you

In the course of operating our healthcare business in order to provide you with the right, best quality and person-centred care, we collect personal information when you provide it to us, such as your name, postal address, email address, phone numbers, payment details, health details and alternate contact address.

We also collect personal information from you if you apply for a job with us or work for us for any period of time. In this context, personal information we gather may include: contact details, payment details, details of education, qualifications and skills, marital status, nationality, NI number, job title, identity, right to work and CV.

Personal information provided by third parties

Occasionally we may receive information about you from other sources for clients from (such as Hospitals, Doctors, Social Services, relatives) which we will add to the information we already hold about you in order to help us provide services to you and to improve and personalise our service to you. If you apply for a job with us, we may receive information from the people who provide references and DBS services.

Personal information about other individuals

If you give us information on behalf of someone else as an alternate contact, referee or next of kin, you confirm that the other person has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices.



Sensitive personal information

When we request such information, we will explain why we are requesting it and how we intend to use it.

Sensitive personal information includes information relating to your medical history, recent illness, ethnic origin, religious beliefs, diet, your physical or mental health or condition, sexual life, and whether you have committed a criminal offence. We will only collect your sensitive personal information with your explicit consent.

HOW AND WHEN DO WE COLLECT INFORMATION FROM YOU?

We gather information directly from your face-to-face on assessment in order for us to know how to provide the right care package for you and over the telephone if you ring us to make an enquiry. We collect personal information via our website. We collect this when you use our website when you request receive a service from us, such as requesting a quote online. We also collect personal information when you contact us, email, send us feedback, and complete client surveys

We may monitor and record communications with you (such as telephone conversations and emails). We may do this for several reasons, such as to check the quality of our client service and for training purposes

WHEN WE WILL CONTACT OTHERS REGARDING YOUR INFORMATION.

If you provide us with details of any other person, like next of kin, we can contact to discuss your care package and finance, we may contact that person and discuss and share the details of your care, payment details with that person and deal with that person in relation to your care needs, payment details as if that person was you. We may particularly want to do this if we are unable to get in touch with you for any reason. If you change your mind, you can email or write to us or email and have this person taken off as your next of kin.

If you provide us the details of a person who we can contact for a job reference, we may contact that person in connection with your job application.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it.



Those people processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will use technical measures to safeguard your personal data, for example:

- We store your personal data on secure servers.
- Payment details are protected with passwords on the secure server
- Procedures are in place to deal with any suspected data security breaches. If such cases should occur, you would be notified and any applicable supervisory body. (ICO) www.ico.org.uk

While we will use all reasonable efforts to keep your personal data safe, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any concerns about your information, please contact us (see 'How to contact us' below).

Our website contains links to websites and applications owned and operated by other people and businesses. These third-party sites have their own privacy policies and use their own cookies and we recommend that you review them before you provide them with personal information. They will tell you how your personal information is collected and used whilst you are visiting these other websites. We do not accept any responsibility or liability for the content of these sites or the use of your information collected by any of these other sites and you use these other sites at your own risk.

How will information be used / who will information be shared with

Your information will be inputted into the following software dependant on which services you have engaged us to provide to you;

Sage – Accounts records

Care Planner – Rostering system

HMRC –

12 Pay Payroll – Payroll system

Social Services – This may include commissioning teams, social workers and Safeguarding teams.

Health Professionals – This may include doctors, District nurses, Occupational Therapist

We are also involved with agencies such as Citation (Employment Law), DBS Barring service (Criminal record checks), CQC (Regulating body for care services)



We also use other payroll processing software and various pension providers as advised by you if applicable.

How to get a copy of your personal information

You can access your personal information we hold by requesting and completing a 'Request for personal Information' Form from us, this service and it can take up to a month. Please complete a Subject Access Request and specify exactly what you require. Subject Access Request.

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or ask us to delete, remove or stop using it, if there is no need to us to keep it. This is known as the right to be forgotten. However, we are bound by UK law to retain all records according to the UK retention period each category of information.

In addition, the following documents must be used in order that this organisation is compliant with all aspects of the Data Protection Act 1998 regarding the type of data held.

- **Records Management Code of Practice for Health and Social Care 2016 issued by Information Governance Alliance**
- **A Quick Guide to Employment Practices Code issued by The Information Commissioners Office (ICO).** www.ico.org.uk

This guidance has been produced with the needs of small businesses in mind. It is designed to assist them comply with the Data Protection Act 1998 (GDPR) when recruiting and employing workers. There is a separate Employment Practices Code which gives detailed information on good practice and legal responsibilities in respect to employee's data.

- **The Employment Practices Code is also available from the above website.**
- **Subject Access Code of Practice** www.ico.org.uk
This deals with requests from individuals for personal information.



This Code of Practice explains the rights of individuals to access their personal data. It also clarifies what you must do to comply with your duties as a data controller. The Code deals with a request made under Section 7 of the Data Protection Act 1998 as a “Subject Access Request” (SAR). It details in full exactly what we as an organisation must do and what we must consider in the context of a SAR.

The above guidance is regularly reviewed and updated by the ICO.

Related Policies

Access to Record

Confidentiality

Consent

Cyber Security

Record Keeping

Training Statement

All new staff should be encouraged to read the policies on GDPR protection and on confidentiality as part of their induction process training in the correct method for entering information in service users’ records should be given to all care staff. The nominated data user/data controller for the organisation will be trained appropriately in the Data Protection Act 1998. All staff who need to use the computer system will be thoroughly trained in its use.

Date last reviewed	By Whom	Date next review	Comments
April 2018	Marvellous Ford	April 2019	