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## SERVICE USER PRIVACY NOTICE

This document outlines how we use your data.

The General Data Protection Regulation (GDPR) is an EU-wide legislation which will determine how people's personal data is processed and kept safe, and the legal rights individuals have in relation to their own data. The regulation will apply from **25 May 2018**.

### **How we use your personal information:**

The information we collect is used for performing our day to day tasks in providing your care, under the contract agreed.

Our records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records held may include the following information (as part of your careplan):

- Details about you, such as your name, address, carer or family representative, and emergency contact details.
- Details of your age, ethnicity, hobbies, religious belief.
- Details of your physical and/or mental health, including any medication and/or allergies
- Details of your GP and Social Worker (if applicable)
- Details of your likes and dislikes
- Details of your credit/debit card (if you pay for some or all our services using one of these methods)

Records will be securely shredded/deleted six years after the contract is ceased. Records of applicants who do not proceed to a contract of care will be securely shredded/deleted six months after contact with us.

### **Records are kept confidential**

We will not disclose your information to any third party unless there are exceptional circumstances, or where the law requires information to be passed on.

The following are examples of this and information would only be shared when required:

- Care Quality Commission (CQC) – our regulatory body.
- GP/District Nurses (only if the client does not have a family member /representative to do this)
- Social Service – if there are safeguarding concerns
- Police – in the event of a crime

## **Principles for handling your data:**

- We are fair and transparent in how we ask to collect it
- We only collect it if there's a legitimate business purpose
- We limit what we collect only to what we need
- We make sure it's accurate and up-to-date and correct/remove promptly if it isn't
- We keep it no longer than necessary
- We make sure it's kept secure at all times – particularly important when transferring or disposing of data

## **Access to your information**

The majority of your personal information is used to produce your careplan, of which you are provided with a copy. However, you have the right to request a copy of all the information we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address. We may make a small charge for this service.

Amandacare  
17 Crook Log  
Bexleyheath  
DA6 8DZ  
Or email: [peter.cole@amandacare.co.uk](mailto:peter.cole@amandacare.co.uk)

## **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you at the above address.

## **Complaints**

If you are unhappy with the way we have handled your request, you may ask for an internal review using our complaints procedure. A copy of our complaints procedure is available on request.

You also have the right to complain to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.