



Customer Privacy Notice

The Health and Care at Home privacy notice provides information on how the we use, secure, transfer and share your information. Health and Care at Home Ltd is an independent provider of domiciliary health and care services. It provides services in Cornwall.

What we process

We process personal data about enquirers, and individuals we support before, during and after their contact with us. This processing is required to support our business interests and to fulfil our legal and contractual obligations ensuring that are compliant with The General Data Protection Regulation (GDPR), Data Protection Act 2018 (DPA2018) and Caldicott Principles.

Types of Information Collected

Typically, Health and Care at Home collects:

- | | |
|-----------------------|--------------------------------|
| 1. First Name | 10. Previous Addresses |
| 2. Surname | 11. Nationality |
| 3. Gender | 12. Financial details |
| 4. Previous Name | 13. Physical and Mental Health |
| 5. Date of birth | 14. Religious Beliefs |
| 6. Present Address | 15. Housing circumstances |
| 7. Residential Status | 16. Doctors details |
| 8. Telephone number | 17. Bank Details |
| 9. Email address | 18. Financial Details |

This website does not collect cookies or record your information. Nor do we use any automated processes to make decisions about you.

What we use your information for

Generally, we will collect, use and hold your information for the purposes of:

- Assessing applications for and providing Health and Care at Home services
- Providing and managing your health and social care needs



HEALTH & CARE AT HOME

- Process payments, billing, collection, complaints, enquiries
- Provide, administer and communicate with you about the Health and Care Homes services
- Operate, monitor, evaluate and improve our services
- Assess your current needs and how best to meet them
- Understand your previous health care and support
- Make sure your support is safe and effective and ensure the care you are receiving is meeting your needs
- To work with Partners to ensure you get the best possible service
- Help investigate any worries or complaints you have about your care
- Review the quality of care you are receiving

Legal basis for processing

Under Article 6 of the General Data Processing Regulation (GDPR) the legal basis for processing your information will be:

- You have provided your consent
- Performance of a contract
- Processing is necessary to protect your vital interests

Under Article 9 of GDPR special category of personal data, the legal basis for processing will be:

- You have provided consent
- Processing is necessary to protect your vital interests

Information sharing/Recipients

Yourself
next of kin
spouse / partner / family member
Local Government
Health providers
Social Care Providers
General Practitioners (GPs)

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements



Rights of customers

You have the right to:

- obtain confirmation that we hold personal information about you
- request access to and receive information about the personal information we maintain about you
- receive copies of the personal information we maintain about you
- to ask us to rectify your personal information if it is inaccurate or incomplete;
- to ask us to stop processing your personal information (this is known as the 'right to object');
- to ask us to erase personal information we hold about you (this is also known as the 'right to be forgotten');
- to ask us to 'restrict' the processing of your personal information (e.g. restrict our access and use pending our consideration, for example, of any objection or erasure request you have submitted);
- to ask us to put the personal information you have given us into a portable electronic machine-readable format so it is capable of being transmitted to someone else.

If you wish to exercise your rights (as outlined above) or to raise a concern about the handling of your personal information by Health and Care at Home please contact us at:

Health & Wellbeing Innovation Centre
Treliske,
Truro, TR1 3FF

If you wish to complain to the Information Commissioner the contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF