

Privacy Notice

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Document Control Sheet

Title:	Privacy Notice		
Electronic File Name:			
Placement in Organisational Structure:	Quality		
Consultation with stakeholders:	Individuals, staff groups, committees, external stakeholders		
Equality Impact Assessment:	This policy has been screened to ensure that there is no discrimination on the basis of race, colour, nationality, ethnic or national origins, religious beliefs, gender, marital status, age, sexual orientation or disability.		
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Privacy Notice

WellspringCare provides quality home care services to people living across London boroughs. We enable our service users to access the expert care they need, whilst continuing to live in homes that they know and love.

- We recognise the privacy and security of personal information is of great importance to our service users, their families and friends, our

workers and others such as GPs and all those involved in looking after the welfare of our service users.

- We have provided this Privacy Notice to set out why we need to collect personal information relating to our service users, families, friends and representatives, how we use it and how we protect it.
- The Data Protection Officer is responsible for overseeing questions relating to this Privacy Notice.
- We collect your personal data, using personal details to help us provide a better service to our service users and to meet legitimate interests including to protect our service users and workers, lawfully, fairly and transparently in line with the United Kingdom General Data Protection Regulation (UK GDPR)

How do we collect information from you?

- We collect information about you when you enquire about our care services, use our website, and become a service user with Wellspring. We also collect information when you voluntarily complete customer surveys or provide feedback about our services.

What types of information do we collect from you?

Personal data or personal information can be any information about an individual from which that person can be identified. We may collect, use, store and transfer different types of personal data about you which we have grouped together as follows:

When you enquire about our care services

Personal information including your name, address, telephone numbers and email address. Any personal details you knowingly provide us with through calls, forms or email, such as your name, address, telephone numbers and email address. We use the information that you provide so we can respond to your requests and communicate with you.

Your IP Address: this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the website. This information is used to measure your usage of the website. We use software called Google Analytics to track your visit on our website. We use this to better understand our customers' interests and tailor different website and advertising experiences.

Where you are a service user and are receiving care services:

Personal details including your title, full name, maiden name, marital status, date of birth, gender, contact details including address (billing address or correspondence address), telephone numbers, email addresses, contact details for next of kin, your GP and other allied health professionals.

Financial information including bank account information to enable payment of services.

Transaction data including details of payments from you for the services we have provided. Information about your life, including social history, health and wellbeing, treatment and care. This may also include information about our marital status, ethnicity and sexual orientation and details of medical treatments.

Notes and reports about your health and care provision including case assessments and medication provided.

Compliments, complaints, accidents and incidents information.

Contributions to resident questionnaires and surveys.

Where you are the relative, next of kin, attorney or deputy to one of our service users

Personal details including title, full name, relationship to the resident, contact details including address, telephone numbers, email addresses.

When you visit one of our care facilities

Name of the visitor, purpose of their visit and car registration details if car parking was used.

Information relating to the prevention and detection of crime and the safety of service users and workers including CCTV recording.

What information do we get from or supply other sources?

We work closely with NHS Integrated Care Boards (ICBs, formerly known as CCGs, which are responsible for your health needs), other health authorities, medical professionals, local authorities (who may have responsibilities for your care needs) and regulators to deliver our care services. We will receive information from them regarding your health and care including admission details, care records and medical records.

Much of the above information is called standard personal information, such as names, addresses, contact details (for you, family, friends and your GP),

identification paperwork, financial details and information, and how you use our website and other IT technologies.

There is also what is called special category information, which tends to be more sensitive and results in additional protection being afforded to it. Special category information comprises race, ethnic origin, sex life and sexual orientation, religion, and healthcare.

Healthcare information covers both physical and mental aspects and includes genetic and biometric information, medical history and records including of disabilities or special requirements, our care plans, risk assessments and records of the care and support we provide for you.

Lawful purposes

For the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract...”

For the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller....”

For the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of domestic law ...”

Other bases include the necessity to protect your vital interests and our legitimate interests in managing our relationship with you, and your having provided us with your unambiguous consent, but all bases are prescribed by and confined to the specific purposes for the lawful processing of the particular information.

How do we use the information about you?

We process your personal data to manage the services we provide you, to carry out our obligations arising from any contracts entered into between us and you, to provide you with information or services you have requested and to process payments and refunds.

- Your care record will contain detailed information about your health and well-being including illnesses, medical appointments and treatments. It will also contain details of your attorney, deputies, your close family and

next of kin. We will share these with medical and allied health professionals who have a legal and legitimate need to use the information to support the care provided to you.

- We share information within to provide necessary administrative and managerial support and to suppliers who help deliver products or services on our behalf.
- We use either personal or general data to review the performance of our care services as part of our continuing work to improve our services and meet the needs of our service users.
- We may use your details to contact you about any changes to our care services.
- We may use your personal data to send you marketing information describing services that you may be interested in where you have consented to receive this beforehand. You may opt out of receiving this information at any time.
- We use cookies on our website to collect information to enable us to better present and improve our services. Our Cookies policy provides further information.

Circumstances which override data protection obligations we might otherwise apply and which compel us to provide specific information include: In exceptional circumstances, we may be required to share information without your or your representative's consent.

Circumstances may include:

- Where a serious crime or fraud has been committed.
- If there is a serious risk to the public, resident or employees.
- Where there is a need to protect children or vulnerable adults who are not able to decide if their personal data should be shared
- How we store, process and protect your data
- We take the privacy and security of your personal data very seriously.
- We ensure we handle your data with the highest level of care by having clear internal policies and procedures, physical security to our premises and IT security technologies to prevent the unauthorised access, damage and loss of your data.

The personal data that we collect from you is only stored inside the UK, the European Economic Area (EEA), the USA (in accordance with the data bridge that permits certified US companies to receive UK personal data (the 'UK-US data bridge') (see <https://www.gov.uk/government/publications/uk-us-data-bridge-supporting-documents>) or another country or international organisation outside of the UK, EEA or USA where we have provided appropriate safeguards in accordance with Article 46 of the UK GDPR, thereby ensuring we achieve the maximum privacy and security in line with UK Data Protection Laws.

Credit card payments are processed securely via our third party payment processing partners, who we have vetted and who have agreed to provide a level of data protection no less than ours.

Calls may be recorded for training and quality purposes.

We use these calls to improve the sales experience for both parties.

Online Payments via World pay

- All our website financial transactions are handled through our payment services provider Worldpay.
- We will share information with Worldpay only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- You should only provide your personal information to Worldpay after reviewing the Worldpay privacy policy.

How long will we hold your personal data

- We will only keep your information for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, contractual or reporting requirements.
- How long we keep the data for is determined by law and is largely determined by necessity. Once your information is no longer required it will be securely destroyed.
- You can ask us to delete your data where retaining it is no longer necessary.
- Whilst at all times compliant with legislation and acting reasonably, we reserve the right to judge what information we must continue to hold to be able to fulfil our legal and contractual obligations to you and others.

- We may anonymise your personal data (so that you can no longer be identified) for research and analysis purposes in which case we may use this information indefinitely without further notice to you.
- Where we process data based solely on your consent, it will only be processed for the purposes prescribed in your consent, and you have the right to withdraw that consent at any time.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address set out in the “How to Contact Us” section below.

You will not have to pay a fee to access your personal data and you are entitled to receive a copy of your personal data within one calendar month of receipt of your request and once we have verified your identity. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We may ask for proof of identity before we share your personal data with you or your representative.

Request restriction of processing

You have the right to request us to suspend the processing of your personal data where:

- You want us to establish the data’s accuracy,
- Where our use might be unlawful but you do not want us to erase it,
- You need us to hold the data even if we no longer require it as you need it returned to establish and exercise any legal claims or;
- You have objected to our use of your data but you need to verify whether we can lawfully use it.
- If possible we will inform any third parties to whom your data has been disclosed of your requirement.

Changes to our privacy policy

We regularly review our privacy policy and will place any updates on this webpage.

This policy was last updated in August 2024.

How to contact us

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

Data Protection Officer

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Mathias Rd,

London

N16 8LQ

Email: info@wellspringcare.co.uk