



consummate  
**care**  
(uk) limited

# **PRIVACY NOTICE**

## **(CUSTOMER / CLIENT)**

Updated

13.04.2021

## **About Consummate Care (UK) Ltd**

Consummate Care (UK) Ltd has been a private care provider for over 11 Years. We believe people deserve to receive care and support, with a personal touch whilst remaining in their own homes. We care for people in our local communities in Coventry.

Our dedicated team of Care Workers are committed to providing care and support with Dignity and Respect, all of our Care Workers receive full training in many aspects of care and an induction before starting work to ensure that they are confident in their role. We can support you and your loved ones to feel safe, comfortable, happy and knowing that we are here to help.

### **1. About This Privacy Notice**

- a) We are committed to protecting and respecting your personal information and privacy. Your privacy is of the highest importance to us, and we promise never to release your personal details to any outside company for their mailing or marketing purposes.
- b) This Privacy Notice sets out the basis on which any personal data we collect from you, or that you provide to us, when you use our Services, receive any Services and/or through other interactions and communications you have with us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.
- c) You may withdraw your consent to this processing at any time by contacting us. If you do withdraw your consent, we will be unable to provide Services to you or process your application to register for Services and we may still be able to process some of the data that you have provided to us on other grounds.
- d) If you are unhappy with the way in which we are processing your personal data under this notice, then please contact us. You do have the right, however, to make a complaint to the relevant Supervisory Authority (in most cases under this notice the relevant Supervisory Authority will be the Information Commissioner's Office).

### **2. Information We May Collect About You**

We may collect and process the following data:

- a) Information you give to us. You may give information about you to us by filling in forms, by corresponding with us by phone, e-mail, through the website or through our assessments, reviews and otherwise as part of arranging to receive any Services through our Office. The information you give us may include your name, address, e-mail address, medical conditions and phone number, date of birth. **PLEASE NOTE THIS LIST IS NOT EXHAUSTIVE.**
- b) Information we collect about you. We may also automatically collect the following information: Details about the Service you requested, for example, appointment dates and times, the amount charged, any ratings you submit about us to any organisations such as CQC and Social Services, information given to us through our assessments and reviews.

- c) Call data of any call with our Office in connection with facilitating the Services.
- d) Information about your visit such as the details of the services received.
- e) Information about where you are on the internet (e.g. IP address), your browser type, the country and telephone area code where your computer is located and your login information if this is relevant.
- f) Information we receive from other sources- We may also receive information about you if you use any other services we work with or the other services that are provided to you. We may receive information about you from other professional bodies such as CQC and Social Services. We are also working closely with third parties (including, for example, NHS, sub-contractors in payment and delivery services) and may receive information about you from them.

### **3. How We Use Your Information**

We use information held about you in the following ways:

- a) To contact you about the Services to be provided to you and to provide the Services to you;
- b) To contact you about the Services you have received, including asking you about your experience with our Company;
- c) To administer the Services;
- d) To serve website content and advertisements to you;
- e) For statistical or survey purposes to improve the services to you.
- f) If you consent, to provide you with information about goods and services we feel may interest you.
- g) To share with other healthcare and regulatory bodies such as CQC, Social Services, NHS and others where appropriate in healthcare.

### **4. Disclosure of Your Information**

We may share your information with other businesses within Health and Social Care and to reputable third parties: NHS, GP, District Nurses, Occupational Health teams, Social Services, Care Managers (including regulatory bodies) to help provide the Services to you. We require all third parties to treat your information as fully confidential and to fully comply with all applicable European Data Protection Legislation and customer legislation in place from time to time. We will not release your information to any company for any reason except where there is a specific need to contact you.

You should be aware that if we are requested by the police or any other regulatory (CQC) or authority (City Council, Social Services) to provide your information, we are entitled to do so.

## **5. Storage of Your Personal Data**

All information you provide to us is held on secure servers and in secure cabinets and cupboards. We recommend that you do not share information with anyone else especially if it is held on any technological device. Passwords for technological devices will not be shared with any one. All information kept on Technological devices is encrypted for further security.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA)- These countries must have an adequate level of protection for personal data. By submitting your personal data, you agree to this transfer, storing or processing.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to any other technological devices; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will keep your personal data for as long as is necessary for the provision and administration of the relevant services being provided.

The Health Professionals, Regulatory Bodies and third parties we engage will keep your data stored on their systems for as long as is necessary to provide the relevant services to you/us.

## **6. Your Rights**

Even if you have accepted the processing of your personal data for receiving of services and information (by signing the relevant document), you have the right to contact us at any time to ask us to stop processing your personal data for such purposes.

## **7. Access to Information**

You have the right to access information held about you. You can exercise your rights at any time by contacting us.

## 8. Contact

Questions, comments and requests regarding this Privacy Notice are welcomed and should be addressed to:

### **Alan Pitcher, Care Manager**

Room 29, Koco Building, 15 The Arches, Spon End, CV1 3JQ

or alternatively you can email: **info@consummatecare.org.uk**.

## 9. Definitions

For the purposes of this Privacy Notice, ("European Data Protection Legislation") is defined as, for the periods in which they are in force, the European Data Protection Directive 95/46/EC, all laws giving effect or purporting to give effect to the European Data Protection Directive 95/46/EC (such as the Data Protection Act 2018) or otherwise relating to data protection (to the extent the same apply) and, from 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/670) (GDPR) or any equivalent legislation amending or replacing the GDPR.

<b>Signed:</b>	
<b>Job Title / Position:</b>	Care Manager
<b>Date:</b>	13 <sup>th</sup> April 2021
<b>Next Policy Review Date:</b>	<b>13<sup>th</sup> April 2022</b>