

Caring Plus Healthcare Services Privacy Policy

Our contact details

Name: Caring Plus Healthcare Services

Address: Suite 10, 14 Market Pl, Faringdon SN7 7HP, United Kingdom

Phone Number: 01367 560755

E-mail: enquiries@caringplushealth.co.uk

The type of personal information we collect

We currently collect and process the following information:

- **Personal identification information:** This includes our client's full name, address, date of birth, NI number, and other identifying information.
- **Medical and health information:** We collect information about our client's medical history, current health conditions, medications, allergies, and any other health-related information that can help us provide the best care.
- **Financial information:** We may need to collect financial information, such as billing and payment information, insurance information, and information about any other financial resources that our client might have.
- **Emergency contact information:** It is important to have contact information for our client's emergency contacts in case of an emergency.
- **Care plan information:** We will need to collect information about our client's care plan, including their preferences, goals, and any specific instructions for their care.
- **Personal preferences:** We may need to collect information about our client's personal preferences, such as their favourite foods, activities, and hobbies, to provide personalised care

How we get the personal information and why we have it

The personal information that we collect is essential to provide appropriate care and support to our clients. It enables us to develop



individual care plans and to provide personalised care that meets their specific needs and preferences. The information is also important to manage the operations of our care service, including billing and accounting, staff scheduling, and quality assurance.

It is important to handle personal information with care, respect privacy, and ensure that it is kept confidential and secure. We follow all applicable laws and regulations, including the Data Protection Act (DPA) and the General Data Protection Regulation (GDPR), which set out requirements for the collection, use, storage, and protection of personal information in the UK.

[If applicable] We also receive personal information indirectly, from the following sources in the following scenarios:

As a care provider, we may collect confidential data indirectly through various means, such as through observations, consultations with healthcare professionals, and reviews of medical records. Examples of confidential data that you may collect indirectly and the reasons why you collect them include:

Medical information: We may collect confidential medical information about residents indirectly by reviewing medical records, communicating with healthcare professionals, and observing residents' physical and mental health. This information helps us to provide appropriate care and support to our clients, ensure that their health needs are being met, and manage any health conditions they may have.

Mental health information: We may collect confidential mental health information indirectly by observing residents' behaviour, consulting with mental health professionals, and reviewing their medical records. This information helps us to provide appropriate care and support to clients who may have mental health conditions, ensure that they receive the appropriate treatment and medication, and manage any behavioural issues they may have.

Social and emotional information: We may collect confidential social and emotional information indirectly by observing clients' interactions with others, communicating with family members, and reviewing their medical records. This information helps you to provide appropriate social and emotional support to residents, ensure that they are engaged in meaningful activities, and manage any social or emotional issues they may have.

Financial information: We may collect confidential financial information indirectly by reviewing billing and payment records, consulting with financial advisors, and communicating with family members. This



information helps you to manage the financial operations of the care home, ensuring that clients are billed appropriately, and manage any financial issues that they may have.

We use the information that you have given us in order to provide appropriate care and support to your residents. It enables us to develop individual care plans, manage their health and wellbeing, and provide personalised care that meets their specific needs and preferences. However, it is important for us to handle personal information with care, respect privacy, and ensure that it is kept confidential and secure. We follow all applicable laws and regulations, including the Data Protection Act (DPA) and the General Data Protection Regulation (GDPR), which set out requirements for the collection, use, storage, and protection of personal information in the UK.

We may share this information with Oxfordshire Country Council, OnePlan Care System, professionals including Doctors, Nurses, Social workers.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [our Registered Manager on kayleigh@caringplushealth.co.uk or calling 01367 560 755]

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest



How we store your personal information

Your information is securely stored.

Our clients' personal information is securely stored in accordance with UK data protection law. We take appropriate measures to protect it from loss, theft, or unauthorised access.

We keep the following types of personal information for the following time periods:

- **Personal identification information:** 7 years after the end of the client's care
- **Medical and health information:** 10 years after the end of the client's care
- **Family and emergency contact information:** 7 years after the end of the client's care
- **Financial information:** 7 years after the end of the client's care
- **Care plan information:** 7 years after the end of the client's care
- **Personal preferences:** 7 years after the end of the client's care

We will dispose of their personal information by securely deleting it from our electronic systems and shredding any paper records. We will ensure that their personal information is securely destroyed to prevent unauthorised access.

Please note that we may need to keep personal information for longer than the periods stated above if there are legal or regulatory reasons to do so. If this is the case, we will inform our client and explain why we need to keep your information for a longer period.

It is important to note that specific time periods for retaining personal information may vary depending on the type of information and the context in which it is collected. Care providers must comply with the applicable UK data protection laws and regulations, including the Data Protection Act (DPA) and the General Data Protection Regulation (GDPR), when determining the appropriate retention period for personal information.



Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@caringplushealth.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>