

Premier Community Care Limited

PRIVACY STATEMENT

The privacy and security of your information is important to us. This statement explains who we are, the types of information we hold, how we use it, who we share it with and how long we keep it for. It also informs you of certain rights you have regarding your personal information under current data protection law and is based on guidance from the Information Commissioner's Office. You can find out more about the ICO here: <https://ico.org.uk/>.

Data Controller

Premier Community Care Limited is registered as Data Controller with the Information Commissioner's Office in respect of the products and services we provide to you.

You can contact us for general data protection queries by email on:

Noreen.chapman@premiercommunitycare.co.uk or in writing to: The Data Protection Officer, 34,35&36 Innovation House 26 Longfield Road Southchurch Enterprise park Bishop Auckland Co. Durham DL14 6XB

Please advise us of as much detail as possible to comply with your request.

What information do we collect?

Employees

In respect of employee information we have a legal obligation and legitimate interest to collect some personal information relating to your name, address, occupation, date of birth, and payment details (including bank account name, number and sort code) in order to be able to legally comply with employment, payroll and tax legislation.

In addition we may need to collect information such as photographic proof of who you are, your right to work in the UK, your qualifications and experience as well as information gathered as a result of an Enhanced DBS Check in order to be able to provide the appropriate care to our Service Users.

Service Users

We shall collect information relating to your name, telephone number, postal address, date of birth, next of kin/emergency contact details, your GP contact details, your dietary requirements as well as Sensitive Information relating to your Medical History and/or Medication that you may be taking. We shall only collect this information where it is necessary for us to do so to provide to you with the correct and appropriate level of service and care.

How do we use your personal information?

We will use your personal information to

- State the reasons for collecting, storing, sharing and/or processing data
- Assess and provide you with an appropriate level of service and care
- Create a Personalised Care Plan for you

- Communicate with you

We shall never share your information with another third party except where:

- it is necessary to share this with our employees to be able to organise and deliver an appropriate level of care to you
- there it is in your Vital Interest to do so such as with medical professionals
- we are required to do so to an appropriate legal authority, such as the Police

From time to time we will need to contact you all you for a variety of reasons relating to the care and service we provide to you.

Securing your personal information

We follow strict security procedures in the storage and disclosure of your personal information in line with industry practices, including storage in electronic and paper formats.

This includes secure and encrypted electronic servers, which are backed up and protected as far as reasonably practicable against cyber-attack. Other paper records shall be held in secure filing storage and in both respects access shall only be permitted to any Personal Data to a person who has a legitimate reason to access this information.

In respect of paper records such as the Personalised Care Plan of Service Users, these shall normally be retained by the Service User and will remain in the household. Where these are removed for whatever reason by a Carer or Supervisor, these will be treated with the appropriate level of security to prevent their loss.

Paper copies of any other Personal Information such as Carer Rotas, shall be treated with appropriate care and when no longer required, returned to the office for secure retention or destruction.

Any new information you provide to us may be used to update an existing record we hold for you.

When do we share your information?

We may be required to provide your Personal Data to a third party who is classed as Data Processor. This is an entity who is required to process some or all of your Personal Data in order for us to be able to provide our product and/or service to you. While the information you provide may be disclosed to these companies, it will only be used for the provision and administration of the service provided and will not be used for any other purpose.

If we provide information to a third party we will require it and any of its agents and/or suppliers to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Statement and the GDPR.

We may of course be obliged by law to pass on your information to the police or other law enforcement body. We may also share your information with anyone you have authorised to deal with us on your behalf.

We shall not otherwise share Personal Data with another third party without your express consent to do so.

How long do we keep your information for?

We will not keep your personal information longer than is necessary for the purpose for which it was provided unless we are required by law or have other legitimate reasons to keep it for longer (for example if necessary for any legal proceedings).

We will normally keep information for no more than 6 years after termination or cancellation of a contract or service we provide.

Your rights

Under data protection law you have the right to change or withdraw your consent and to request details of any personal data that we hold about you.

Where we have no legitimate reason to continue to hold your information, you have the right to be forgotten.

If you wish to inform us of changes in consent for marketing please contact us at the address or telephone number indicated in any recent correspondence or emails you have received from us.

Further details of your rights can be obtained by visiting the ICO website at <https://ico.org.uk/>.