

# Immediate Social Care Limited

## Data protection privacy notice for our Client

In providing your care and support, we will ask for information about you and your health. Occasionally, we may receive information from other providers who have been involved in providing your care. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

### Information that we collect

We may collect the following information about you:

- Personal details such as your name, date of birth, address, telephone number and email address
- Information about your dental and general health, including
  - Care records made by other professionals involved with your care and treatment
  - Reviews
  - Time Sheet
  - Risk assessment
  - Medical and social history histories
  - Care plans and consent
  - Notes of conversations with you about your care
  - Dates of when your care started
  - Details of any complaints you have made and how these complaints were dealt with
  - Correspondence with other health professionals or institutions
- Details of the fees we have charged, the amounts you have paid and some payment details

Claudia Zylbersztajn is responsible for keeping secure the information about you that we hold.

*Our data protection officer, Claudia Zylbersztajn ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly.*

Our care staff, administration team and reception staff have access to your information, as well as other professionals involved with your care and treatment such as the NHS or Social Services and Care Quality Commission for inspections purpose

### How we use your information

To provide you with the care and Support that you need, we require up-to-date and accurate information about you.

Depending on how your care is funded, we will share your information with the NHS, Social Service, (for all clients with the Care Quality Commission), your carer or next of Kin in connection with your care and support.

We will seek your preference for how we contact you about your care and support. Our usual methods are telephone, text, email, care plan and/or letter.

We send email & text reminders regarding your upcoming reviews/s or spot check. We share your details with other professionals involved in your care.

We may use your contact details to inform you of other services that we provide.

## Sharing information

Your information is normally used only by those working at our team but there may be instances where we need to share it – for example, with:

- Your doctor
- Other health professionals caring for you
- NHS payment authorities
- **Social Services**
- **Care Quality Commission**
- Your Carer or Next of Kin

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary.

In certain circumstances, or if required by law, we may need to disclose your information to a third party not connected with your health care, including HMRC, or other law enforcement or government agencies.

## Keeping your information safe

We store your personal information securely on our office computer system. Your information cannot be accessed by those who do not work at the office; only those working at the office have access to your information. They understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this.

We take precautions to ensure security of the premises, the office filing systems and computers

We use high-quality software to record and use your personal information safely and effectively. Our computer system has a secure anti-virus and we back-up information as frequently as possible.

In the near Future we would be using cloud computing facilities for storing some of your information. We will has a rigorous agreement with our provider to ensure that we meet the obligations described in this policy and that we keep your information securely.

We keep your records for 5 years after the date of your last care visit.

## Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the office in writing, or by email. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

You can also request us to

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change

- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information on your care plan from other professionals)
- Stop using your information – for example, sending you reminders for spot checks or information about our reviews.
- Supply your information electronically to social service or

### **If you do not agree**

If you do not wish us to use your personal information as described, you should discuss the matter with a member of staff. If you object to the way that we collect and use your information, we may not be able to continue to provide you're the care that you need

If you have any concerns about how we use your information and do not feel that you can discuss it with us, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).