

## **OPRIVACY NOTICE – WILLOWBROOK (HYNDBURN) LIMITED – (CLIENT)**

### **INTRODUCTION**

Willowbrook (Hyndburn) Limited is committed to protecting your privacy and security. This policy explains how and why we use your personal data, it is important that you remain informed and in control of your information.

Willowbrook (Hyndburn) Limited will never sell your personal data. We will only ever share it with organisations we work closely with, for legitimate reasons (ie payroll, pensions etc) and if we receive appropriate confirmation that your personal data will be processed only for the purpose for which it has been provided and is adequately secured.

This is necessary to ensure all legal and contractual obligations as your employer are fulfilled.

All references to **We** or **Us** in this Privacy Notice are references to Willowbrook (Hyndburn) Limited only.

### **QUESTIONS**

Any questions you have in relation to this policy or how we may use your personal information should be forwarded to:

[info@willowbrookhomecare.co.uk](mailto:info@willowbrookhomecare.co.uk)

The Managing Director  
Willowbrook (Hyndburn) Limited  
188 – 190 Union Road  
Oswaldtwistle  
Lancashire  
BB5 3EG

### **ABOUT US**

Your personal data which is any information that identifies you, or which can be identified as relating to you personally will be collected and used by Willowbrook (Hyndburn) Limited a private limited company with Registration Number 4881149 and ICO Registration Number Z1467356, in order to fulfil our contractual obligations to you as our employee.

### **WHAT INFORMATION WE COLLECT**

We collect data you, your family/advocate, Local Authority and Health Provider if applicable provide us with. We will only every ask you to disclose relevant information to enable us to perform the necessary obligations as your Service Provider.

We will comply with data protection law when it comes to the processing of your data. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.

- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

The personal data we will collect from you, your family/advocate, Local Authority and Health Provider if applicable when your Package of Care commences and store and process throughout the duration of your Provision of care, will be all personal data necessary to fulfil our contractual, statutory and common law duties and obligations to you as your Service provider. The information/personal data we envisage collecting includes, but is not limited to:

- Personal details such as your name, title, addresses, telephone numbers and personal email addresses;
- Data of birth;
- Gender;
- Marital status and dependants;
- Next of kin and emergency contact information;
- Financial information if applicable for invoicing purposes
- Start date;
- Initial visit information such as GP, medical and family history
- Review information and changes in your Health Care needs
- Complaints and compliment data and all related paperwork

There are also “special categories” of more sensitive personal data which require a higher level of protection.

“special categories” of more sensitive personal data means personal data which includes data revealing; race or ethnic origin, political opinions, religious or philosophical beliefs, genetic data, biometric data, data concerning health, sex, sexual orientation or sex life.

We may also collect, store and use the following ‘Special categories’ of more sensitive personal information, this is for equal opportunities monitoring purposes and it is also a requirement of Quality Care Commission (CQC). This is including but not limited to:

- Information about your race or ethnicity, religious beliefs, sexual orientation, and political opinions;
- Information about your health, including any medical conditions, health, and sickness records;
- Personal information about the delivery of your service
- Information of meeting held with other bodies relating to your care needs
- Medication needs
- Information about criminal convictions and offences.
- Genetic information and biometric data

## **WHY DO WE NEED YOUR INFORMATION**

The health care professionals who provide you with care maintain records about your health and any care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

Records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which the Company hold about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the information may be used within the company for audits to monitor the quality of the service provided.

## **HOW WE USE THIS INFORMATION**

We will only ever use your personal data where it is necessary in order to:

- Enter into, or perform, a contract with you i.e. for example the delivery of your care services
- Comply with a legal duty;
- Necessary for the Company's legitimate interests unless your interest and fundamental rights override this;
- Protect your vital interests.
- For our own (or a third party's) lawful interests, provided your rights do not override these.
- In any event, we will only use your information for the purpose or purposes it was collected for.

The situations in which the Company will process your personal information are when the Company is:

- Preparing the service of care the company have been commissioned to perform
- Administering the contract which the Company have entered in to with you;
- To comply with our safeguarding obligations and duty to report to the local authority/regulatory bodies;
- Conducting service reviews
- Managing performance of the service and determining service performance requirements;
- Gathering evidence for possible complaints or incidents
- Making decisions about your service in partnership with the local Authority and other health professionals
- Complying with health and safety obligations;
- To prevent fraud;
- To monitor your use of the Company's information and communication systems to ensure compliance with the IT policies and/or deal with incoming business emails during periods of absence and/or ensure compliance with our standards/rules/policies and/or procedures including investigating any complaints (internal or external);
- To conduct data analytics studies to review and better understand customer satisfaction; and
- Equal opportunities monitoring;

Some of the above grounds for processing will overlap and there may be several grounds which justifies the use of your personal information.

## **HOW LONG WE WILL KEEP YOUR DATA**

We will only retain your personal information for as long as necessary to fulfil the purposes we have collected it for and for the purposes of satisfying any legal, accounting, or reporting requirements.

### **DISCLOSING AND SHARING DATA**

We do not as a matter of course transfer or sell your data outside the European Economic Area and use, as far as possible, UK or European data centres. Where we do use data processors who only have overseas data centres we do so in limited circumstances and always only after completing a thorough due diligence process to ensure the continued security of your data.

We will only share your information when necessary to fulfil our Provider obligations for example:

- Processing of invoices for services given
- Documentation of events for monitoring purposes

### **SOCIAL MEDIA & WEBSITE**

From time to time we may ask your permission to post information and pictures of company events or events of interest which you may be included in and may very well appear on. This may include the company website and the company Facebook/Twitter/Instagram pages.

Written consent will be sought from you before Willowbrook (Hyndburn) Limited will use this information. This consent may also be withdrawn at any time by you in writing although we would be unable to guarantee that all information is removed. We would however try to ensure this request is met.

Willowbrook (Hyndburn) Ltd also accept online card payments through the use of a secure, encrypted API on our website. These transactions are processed by Squareup Europe Ltd. As such Willowbrook (Hyndburn) Ltd do not record or retain any of your information related to your online payment. Squareup Europe Ltd, do record your transaction information and Squareup Europe Ltd adhere to the PCI Data Security Standard (PCI DSS) to protect your data, both physically at their data centre and the online payment. Squareup Europe Ltd are regulated in the UK by the Financial Conduct Authority

Squareup Europe Ltd's security policy can be viewed via this link:  
<https://squareup.com/gb/security>

### **HOW WE PROTECT DATA**

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to it.

Electronic data and databases are stored on secure computer systems in secure buildings which are alarmed and have physical external security measures to prevent access. We control who has access to information on the computer systems by restricting access through the use of password protection and limiting exposure to the information based upon their job role. All computer systems are behind secure firewalls, and all internet connected servers/ PC's have Anti-Virus software, Anti Malware software, Firewalls installed and the latest security patches installed to protect them and the data contained on them.

Copies of your personal information is also kept as a hard copy within your home **it is your responsibility** to ensure your personal data file in your home is kept in a safe place and only people

you want to see this file can. We need to do this to ensure the Care team have all the information to ensure you the client have all care needs met appropriately.

Each branch also holds a hard copy of your personal data this is kept securely in locked filing cabinets and access is restricted to authorised personnel only

Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

## **STORAGE**

Information is stored on the main servers which are located at Head Office and several branches throughout Lancashire and Yorkshire. This data is backed up each day and stored in a secure fireproof safe on site.

We also use a cloud based system for the rostering of staff and invoicing local authorities and private clients. The servers are hosted by UKFast in a state of the art data centre in Manchester. The data centre is both PCI DSS and ISO 27001 compliant to ensure network and physical security. Access to the cloud based system by Willowbrook (Hyndburn) Limited staff is via Microsoft RDP connection employing 2 stage security passwords. The online portal used by clients and staff is both password protected and employs SHA-256 bit and RSA-2048 SSL encryption.

Data backups are done by UKFast Ltd at the data centre and are held on 2 replicated servers which are subject to the PCI DSS and ISO 27001 standards.

Archived hardcopy documents are also stored in a secure storage facility which has 24 hour on-site security guards, digital CCTV and computerised automated entry system.

We will only use and store information for so long as it is required for the purposes it was collected for. How long we will store this information depends on the information in question and what it is being used for. We continually review what information we hold and delete what is no longer required.

## **KEEPING YOU IN CONTROL**

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request) and the processing which is being carried out.
- The right to be forgotten – this enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. Please note that where we are obliged to keep your personal data because of a regulatory or legal requirement, we will not be able to delete the data and must continue to retain it.
- The right to have inaccurate data rectified.
- The right to object to certain processing, or restrict the nature or grounds for processing, of your personal data.

If you would like further information on your rights or wish to exercise them, please write or email to the address at the top of this privacy notice.

## **COMPLAINTS**

If you have any concerns about our handling of your personal data or you feel your privacy rights have been infringed, you have the right to lodge a complaint with the Information Commissioner's Office ("ICO")

You can do this by visiting [www.ico.org.uk](http://www.ico.org.uk) or by telephoning the ICO helpline on 0303 123 1113.

If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with the Willowbrook (Hyndburn) Limited complaint procedure. Please see company Statement of Purpose and find relevant forms in your personal file which is stored in your own home for more information on this.

### **COOKIES AND LINKS TO OTHER SITES**

Our website uses cookies to collect information. This includes behaviour information for people who access our website, information about pages viewed, and the customer journey around our website.

Our website contains hyperlinks to other websites, which are:

- Dignity In Care
- LGB&T Support
- Care Quality Commission

We are not responsible for the content or functionality of any of those external websites and we suggest you read the privacy policy of any website before providing any personal information.

When you visit [www.willowbrook-homecare.co.uk](http://www.willowbrook-homecare.co.uk), we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### **CHANGES TO THIS PRIVACY NOTICE**

Willowbrook (Hyndburn) Limited will amend this privacy notice from time to time to ensure it remains up to date and accurately reflects how and why we use your personal data.

The current version of our Privacy notice will always be posted on our website.

Hardcopies of this privacy notice can also be found within your personal file kept in your home , Head office and all Branches.

*This Privacy Notice was last updated on 25 May 2018.*