

Privacy Policy for Life's Journey Dementia Companion Service

Life's Journey – Dementia Companion Service

Worcestershire

Working in partnership with public clients and NHS Adult Mental Health Team

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Life's Journey Dementia Companion Service ("Life's Journey," "we," "our," or "us") respects and values your privacy. This Privacy Policy explains how we collect, use, store, and protect the personal information of individuals who use our dementia companion services, whether through our website, mobile app, or other communication channels (collectively, the "Services").

Information We Collect

- Personal Information: Name, email address, phone number, mailing address, and emergency contact information.
- Health-Related Information: Voluntary information you or a caregiver provides regarding dementia diagnosis, care needs, medication schedules, preferences, or well-being updates. We treat this information as highly confidential.
- Usage Data: Device information, IP address, browser type, session data, and interaction logs to improve our service quality and user experience.
- Caregiver and Family Data: Names, contact information, and relationship to the person receiving care, provided for communication and support coordination.

How We Use Your Information

- Provide personalized dementia companion services
- Support communication between caregivers, family members, and our team
- Monitor and improve the quality and safety of our Services
- Send reminders, updates, and educational content
- Respond to inquiries and provide customer support
- Meet regulatory, legal, and safety obligations

Sharing Your Information

- We do not sell or rent your personal data. We may share information only under these circumstances:
- With Authorized Caregivers or Family Members: To support the care plan and ensure safety
- With Service Providers: Carefully selected partners that help deliver our services under strict confidentiality agreements
- For Legal or Safety Reasons: When required by law, to protect against harm, or to respond to legal requests

Data Security

- We take data protection seriously. We use encryption, secure servers, and access controls to protect sensitive information. However, no digital system is 100% secure, and we cannot guarantee absolute security.

Your Privacy Choices

- You or your authorized representative may:
- Access and review your personal data
- Request corrections or updates
- Request deletion of certain data, unless we are legally required to keep it
- Withdraw consent to certain types of processing
- To exercise your rights, contact us at lifesjourney1@hotmail.com

Data Retention

- We retain personal and health-related information only as long as needed to provide our Services, meet care obligations, and comply with legal requirements.

Vulnerable Individuals' Privacy

- Our Services are designed to support individuals (Adults) with dementia and their caregivers. We take extra care when handling sensitive information related to vulnerable persons. Data is shared only with authorized caregivers or representatives.

Third-Party Links and Tools

- Our website or app may contain links to third-party websites or integrate with tools like secure video chat. We are not responsible for their privacy practices and encourage you to review their privacy policies. [see links.](#)

Updates to This Privacy Policy

- We may update this Privacy Policy from time to time. If we make significant changes, we will notify users via email. The updated policy will include a new "Last Updated" date.

Legislation and Guidance:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Care Act 2014
- Equality Act 2010

- Health and Safety at Work Act 1974
- Mental Capacity Act 2005

Review:

This policy will be reviewed annually or sooner if required by legislation or operational changes.

Links:

www.lifesjourney.org.uk

[Our services | Older Adults Community Mental Health Team Worcestershire | Herefordshire and Worcestershire Health and Care NHS Trust](#)