

# Privacy Policy

## General

Homecare4u Ltd (HC4U) are committed to complying with the General Data Protection Regulation and the Data Protection Act 2018, once enacted. Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safely and securely and to understand how we use it to offer you a better and more personalised experience.

We have published this notice to help you understand:

- How and why HC4U collect information from you;
- Who we share your information with, why and on what basis; and
- What your rights are.

If we make changes to this notice we will notify you by updating it on our website. GHC4U will be what is known as the 'Data Controller' of the personal data you provide to us, and we will sometimes refer to ourselves in this notice as "we" or "us". By Data Controller, this means GHSC determines the purposes and way in which any personal data are, or will be, processed.

## What information we collect:

Full name

Contact numbers, and

Email address.

## How do we use your information?

Data Protection says that we are allowed to use and share your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons and these are:

- Contract - your personal information is processed in order to fulfil a contractual arrangement e.g. in order to deliver our services to you or in order to communicate services updates.
- Consent – where you agree to us using your information in this way e.g. for storing your payment details.
- Legitimate Interests - this means the interests of HC4U in managing our business to allow us to provide you with the best products and service in the most secure and appropriate way e.g. to transfer your data to certain Third Party's such as pharmacies or regulatory bodies

- Legal Obligation – where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

Here is a list of the ways that we may use your personal information, and which of the reasons described above we rely on to do so. Where we list legitimate interests as a reason, we also describe below what we believe these legitimate interests are.

What we use your personal information for	Our reasons (legal basis)	Our explanation of legitimate interests
Process a job application	Legitimate interest Consent	Necessary to provide employment
Processing of payroll data.	Fulfilling a contract	N/A
Provide private care package	Fulfilling a contract Consent	N/A
Provide a Local Authority care package	Fulfilling a contract	N/A
Process a general enquiry	Consent	N/A
Stakeholder emergency contacts	Legitimate interests	Being able to contact an individual's designated family member, friend or emergency contact in an emergency is a legitimate interest as a responsible employer
Contact you to undertake customer satisfaction surveys or for market research.	Legitimate interest	Developing services and applications that attract and retain clients. Improving user interaction with our sites.
Notifying you about enhancements to our services, such as changes to the website and new services that may be of interest to you.	Legitimate interest	Developing services and applications that attract and retain clients. Improving user interaction with our sites.
Service an SAR request	Legal Obligation	N/A
To detect, investigate and report financial crime (e.g.	Legal Obligation Legitimate interests	Developing and improving how we deal with financial
Fraud)		crime. Complying with any legal obligation placed on us by regulators

		such as HMRC. Complying with any regulations that apply to us. Process efficiency in dealing with such activity, and to make service and process improvements.
Criminal Behaviour	Legal Obligation Legitimate interests	Disclosing information about possible criminal acts or security threats to the relevant authorities.
Intra-group transfers	Legitimate interests	Necessary to provide continuous employment or services from within the group.

## Who are we sharing your information with and why

CQC and local councils and partners, ensure we are meeting legitimate requirements and contractual requirements

NMDS, to record training and qualification levels

DBS, to enable to under criminal conviction checks

Insurers and legal representatives

We will not share information about you with third parties without your consent unless the law allows or requires us to. We are required to share some of your personal data for lawful, vital and existing protection reasons with:

## Your Rights

Your personal data is protected by legal rights, which include your rights to object to our processing of your personal data; request that your personal data is erased or corrected; request access to your personal data.

For more information or to exercise your data protection rights, please contact us using the contact details: [info@homecare4u.info](mailto:info@homecare4u.info).

You also have a right to complain to the Information Commissioner's Office, which regulates the processing of personal data

## How long we keep your information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 4 years after the date it is no longer needed by us for any of the purposes listed under how we use your information above. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- In limited cases, existing or future law or a court or regulator requires us to keep your personal information for a longer or shorter period.

## What are your rights

You are entitled to request the following from HC4U, these are called your Data Subject Rights and there is more information on these on the Information Commissioners website [www.ico.org.uk](http://www.ico.org.uk)

- Right of access –to request access to your personal information and information about how we process it
- Right to rectification –to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure (also known as the Right to be Forgotten) – to have your personal information erased.
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability - to electronically move, copy or transfer your personal information in a standard form
- Right to object - to object to processing of your personal information
- Rights with regards to automated individual decision making, including profiling –

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If you have any general questions about your rights or want to exercise your rights please

contact [INFO@HOMECARE4U.INFO](mailto:INFO@HOMECARE4U.INFO)

## Subject Access Request

Should you wish to obtain a copy of the information held by us please  
email:[info@homecare4u.info](mailto:info@homecare4u.info)

All requests will be dealt with in 40 days of receipt of the form providing sufficient  
identification has been provided.