

Privacy Policy LHC/PP 010

Created: 16/06/2023

Review date: 16/06/2024

Interim review carried out on 14/11/2023 in line with the Data Security Protection Toolkit.

This policy is scheduled for annual review unless business needs/ legislative requirements change before this point.

Impact on business assessed as: Low



Liloom
HOME CARE LTD.

Who are we?

Company Name: Liloom Home Care Limited
Registered Office Address: Howbrook Farm, Wick End, Stagsden, Bedford, Bedfordshire, MK43 8TS
Company number as registered with Companies House: 14725341
Telephone: 07538 053002
Email: victoria.robinson@liloomhomecare.com

If you have any query on the following terms of service that we provide as outlined below, please contact us using the details above.

This privacy notice explains and describes how we collect and use personal information about you whilst we provide services to you, and how we manage them after delivery of our care provision has stopped. This is in line with the Data Protection Act 2018 and UK GDPR, which compliance with is a legal requirement and statutory duty. Under the legislative requirements we are referred to as the 'data controller'. This means that we are responsible for how we hold and use personal information about you. We are legally required to inform you of this process and contain this information within this Privacy Statement.

To fully comply with legislation, we will ensure that any personal information we hold about you is:

- Used lawfully, fairly and in a transparent way.
- Collected for valid purposes we have explained to you and not in a way that is incompatible with these terms. We will ensure we explain this in terms that are understandable to you, in line with accessibility information standards.
- Relevant and limited to the purposes explained.
- Accurate and up to date
- Kept securely.

- Kept only as long as is necessary, for reasons we have explained to you.

What is my personal data?

In order to deliver person centered care services, we need to collect certain personal data about you. This includes data from which you can be identified and includes:

- Your title, name, address, telephone numbers and email address
- Your date of birth
- Copies of legal documents such as Lasting Power of Attorney, Everlasting Power of Attorney if signed before 2007 and DNACPR (do not attempt cardiopulmonary resuscitation) forms.
- Information about your medical history, care and treatment needs and medications to manage these conditions.
- Your Next of Kin details – these are the details for someone you consent for us to contact, or any other representative including advocates.
- Financial information (this will only be relevant to your care and entitlement to funding towards your care costs) we don't need to know everything about your finances.

We may receive information about you from others, including other professionals in relation to your care needs and information where your care is arranged with us by someone other than you.

Why do we need this information?

In order to fulfil our contractual obligations with you, as agreed in the Service User contract, we need some personal data about you. Without this we would not be able to provide our services, nor be able to deliver the person-centered care you deserve. Because of this, we have a legitimate interest in collecting and using your personal data, which allows us to support you, respond to your queries and monitor the services that we are providing. None of this would be possible without such data.

What do we do with your data?

How we use your data is dependent upon the purpose for which you have provided us with this data. If, for instance, you provide your data in the form of an enquiry, we will only use this to respond to your enquiry.

If you decide to proceed and commence a package of care with Liloom Home Care Limited, we will use your data to provide our care services to you. We will use data for the purpose of auditing compliance with information handling processes and to develop and improve the business and service we provide to you.

Sharing your Data

Liloom Home Care Limited will only share your data with third parties that are crucial to the operation of the business, or to your care. This includes:

- Other health and social care professionals such as GP's and District Nurses
- Bedford Borough Councils Safeguarding Adults Team where there is a safeguarding concern.

- Any authorized advocate or representative, including Independent Mental Capacity Assessors (IMCA's)
- Our professional regulators, CQC, to comply with registration and inspection requirements.
- Any Law enforcement agency in connection with preventing unlawful activity, or otherwise required by law.
- Our care planning software providers, IT service providers.

Be assured that we do not allow any third-party service providers to use your personal data for their own purposes. They are subject to a duty of confidentiality, and we require them to respect the security of such data in accordance with the Law. We will NEVER sell your data to third parties for any purpose, including that of marketing.

How do we look after your personal data?

To safeguard your personal data, we use progressive technologies including the use of electronic care planning. For this we use the services of Every LIFE Technologies and their software Pass. This allows access to their system from their data center, and they manage all data and server backup and integrity services. It is a hosted solution and meets the requirements set out in the Data Protection Act 2018 and UK GDPR. They are ISO 27001 certified which is the international standard which is recognized globally for managing the risks to the information that they hold.

On occasion it may be necessary for us to hold personal data about you in other formats such as computer files and paper copies. This is done with careful consideration and will always be stored in secure files/ lockable filing cabinets with the offices of Liloam Home Care Limited. Access to this personal data will be restricted to authorized and authenticated personnel.

To ensure all of our staff are of good character, regardless of if they provide your care services directly or are employed as office staff, will undergo strict reference checks and DBS (formerly CRB) checks before having any access to your data.

Whilst Liloam Home Care Limited will ensure all reasonable efforts to safeguard your personal data, you acknowledge that the internet is not secure in its entirety and for this reason we cannot guarantee beyond doubt, the security of any data that is transferred from you or to you via the internet.

Social media and messaging platforms

All staff, regardless of position held within Liloam Home Care Limited will receive full training regarding the Data Protection Act and UK GDPR. We fully appreciate the importance of keeping your personal data safe and as an additional safeguard we have a strict policy and procedure for the use of social media which is a contractual agreement to be adhered to. Breach of this policy and procedure by any staff member may result in gross misconduct and therefore instant dismissal.

To assure your personal data is secure, we carefully select the use of a specified messaging platform which is compliant with UK GDPR guidance and does not store data on servers outside of the EU. Despite the most frequented use, WhatsApp and Telegram do not meet these specifications and will not be used for communications between the team about you and your care.

National Data Opt-out.

The National Data Opt-out is a service that allows all patients to opt out of their confidential patient information being used for research and planning. It is our duty under the 'Information Standard DCB3058 Compliance with National Data Opt-out' to ensure that we have systems and processes in place to review the uses or disclosures of confidential information.

Being fully compliant with both the 'National Data Opt-out' and 'Data Security Protection Toolkit' with our published performance at 'Standards Met' in November 2023, we are set up with NHS mail which qualifies us to use the 'Message Exchange for Social Care and Health' (MESH) to check if any of our service users have opted out of their data being used for this purpose. We do not share any data for planning or research purposes for which the national data opt-out would apply. We review this on an annual basis and for any new processing.

Your rights to access, correction, erasure, and restriction

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information and to receive a copy of it.
- **Request correction** of the personal information that we hold about you.
- **Request erasure** of your personal information where there is no good reason for us continuing to hold it.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

Should you require to exercise these rights at any time, this should be done in writing, to the address stated above in this statement. This will be considered under the applicable data protection legislation. There will be no fee for asserting these rights, however, Liloam Home Care Limited reserves the right to charge a reasonable fee if your request for access is clearly unfounded or excessive.

How can I complain?

Where you have a complaint about our 'Privacy Policy' and how we store and use your data, you should direct your complaint to Victoria Robinson, who will follow the Complaints, Suggestions and Compliments Policy and Procedure.

If you remain dissatisfied, you have the right to raise a complaint with the Information Commissioners Office, with whom we hold registration with on 0303 123 1113. Our ICO registration number is ZB553390 and we display this registration certificate at our registered office address.

How long do we keep your data after our services stop?

Due to the nature of our business, we need to retain records of the services we provide and your information, even when our services stop. In line with the Department of Health recommendations, we have detailed retention periods, which stand at 7 years from the last date of care or treatment at the time of writing this statement. We regularly review this information to ensure it is current and to ensure that we do not hold any information for longer than is deemed necessary.

For enquiry purposes we will keep your data for a fixed term of 3 months following our most recent interactions.