

**Rest Assured Homecare Services**  
**51 Boroughgate**  
**Otley**  
**LS21 1AG**

## **GDPR PRIVACY NOTICE**

At Rest Assured Homecare Service LTD we take privacy very seriously and are currently updating all our records and processes to ensure that we are fully meeting the data protection standards introduced by the General Data Protection Regulation (GDPR) on 25 May 2018.

We are registered as data processors with the Information Commissioner's Office (ICO).

The categories of information that we collect, hold and may share include:

- personal information (such as name, address, date of birth)
- characteristics (such as ethnicity, language, nationality, country of birth).

### **The lawful basis on which we use this information**

We collect and use information under the following lawful bases established by the GDPR.

- **Legitimate interests:** the processing involves using your data in ways you would reasonably expect and which have a minimal privacy impact.
- **Legal obligation:** the processing is necessary for us to comply with the law (submitting data to Government Departments for example).

### **Who we share information with**

We routinely share information with:

- local authorities
- Gps and other Health professionals
- government departments
- Social Services representatives and officers
- Regulators for the Government CQC officers
- NHS and its District nursing teams

### **Why we share information**

We do not share information with anyone without your consent unless the law and our policies allow us to do so.

We are required to share certain data with official bodies (such as HMRC or the Department for Work and Pensions (DWP)) on a statutory basis.

### **Data collection requirements**

To be granted access to any information we hold, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

We do not keep data for any longer than necessary and do not allow its use for any purpose other than that for which it has been collected. Should new processes be introduced into the organisation or innovative uses of the data we hold, you will be kept informed at each stage.

### **Requesting access to your personal data**

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Under the GDPR, you have the right to request access to information about you that is held by Rest Assured Homecare Services LTD. To make a request for your personal information, contact Angela Dickinson or Marcia Sunderland who will deal with the request within 30 days.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- object to decisions being taken by automated means and
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with Angela Dickinson or Marcia Sunderland in the first instance. This does not affect your right to complain to the Information Commissioner's Office (ICO) ([ico.org.uk](http://ico.org.uk)).