

# Poppy's Homecare Ltd

## Clients Privacy Policy

### Poppy's Homecare Ltd

**At Poppy's Homecare we are committed to maintaining the trust and confidence of all our Clients, employees and our working partners in the Health & Social Care sector. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.**

## Types of data we collect

We collect Personal data from all our Clients which we use to provide a safe and secure service with a view to keeping people as independent as possible within their home environment.

We may ask you for information including factors specific to you such as name or preferred name, age, sex, ethnic origin, religious belief or similar, physical / mental health or condition(s).

We need information on next of kin or preferred contact details in case of emergencies, Doctors and other professionals involved in your care.

Information on allergies and preferred foods and treatments.

We need to collect information on current medication.

We also need to record if you have anyone who holds a Power of Attorney or if you have a DNAR in place.

This data is kept securely in a written format within our Clients folders in a locked cabinet. Your personal data is also stored electronically on our computer system which can only be accessed by employees of Poppy's Homecare Ltd and can only be accessed by a secure password.

Not all your data is available to all employees. Care workers have access to information which is important for them to provide a safe and effective service. This is only available to them with a unique secure password.

Full information is available and stored on our office computers which can be accessed at all times by our Management Team – again via secure individual passwords.

All data is held securely at our offices on our own servers – we do not store any data on third party servers or equipment.

# Poppy's Homecare Ltd

## Sharing Information

We collect only the information to allow us to provide a safe and secure service to our Clients.

We have a "Duty of Care" for all our Clients and we will share information with other health professionals in order to keep people safe and secure. Any information that is shared, will only be where it is deemed necessary and will be provided in a secure format.

Information with family and next of kin will only be shared with the appropriate consent.

## Access to your personal information

You have the right to view, amend or delete your personal data.

Please contact the Registered Manager for further information - 01934 815025

## Changes to this Privacy Notice

Our Privacy Policy is reviewed on a regular basis.

We reviewed this Policy on 21/05/2018 and will be subject to an annual review unless there are mandatory changes that affect our Clients.

Policy reviewed 21/05/2018		
Next Review 21/05/2019		