

Angels Homecare and Community Services

Angels Homecare GDPR Privacy Notice Policy

Background and Legal Framework

The General Data Protection Regulation (GDPR) is a regulation implemented across the European Union that came into effect in May 2018. This regulation has been adopted into UK law and remains applicable following the UK's departure from the EU. The Data Protection Act 2018 serves as the UK's implementation of GDPR, ensuring robust protection for personal data.

Availability of Privacy Notice

Our privacy notice is a publicly accessible document. It is available to customers, their families, staff members, and any third parties who may share personal information with us for any reason or in any manner.

Business Details

Angels Homecare's registered office is located at 54 Lindisfarne Road, Bury St. Edmunds, Suffolk, IP332EH. The organization is registered with the Care Quality Commission to provide personal care services to individuals in their own homes. All services are operated from the aforementioned location.

Purpose of the Privacy Notice

Angels Homecare is legally required to inform you about your rights and our responsibilities regarding the collection and processing of your personal information. We maintain a comprehensive set of policies and procedures designed to ensure that any information you provide is obtained with your explicit consent, securely stored, and treated confidentially in accordance with relevant regulations. Further details about these documents are provided in Section 6, and copies are available upon request.

Types of Personal Information Collected

- **Customers:** As a regulated care provider, we collect personal and financial information from our customers to deliver effective care and support. This data is stored in individual files, both manual and electronic, and managed under strict security and access protocols. Information from inactive cases, such as initial inquiries or prospective users who do not enter the service, is securely retained for as long as necessary before being safely disposed of.
- **Employees and Volunteers:** We follow a safe recruitment policy compliant with regulatory standards. All personal data collected, including CVs and references, is

securely stored, retained, and disposed of according to data protection guidelines. Employees are informed of their right to access information held about them.

- Third Parties: Personal information collected from individuals associated with Angels Homecare, such as contractors and visitors, is protected following the same protocols as those for customers and employees.

Methods of Information Collection

We typically collect personal information directly from customers, employees, and third parties, often through form submissions and electronic communications, including those via our website. For customers, information gathered during inquiries and referrals may be supplemented through assessments that contribute to care and support plans. Employee data is collected directly and with explicit consent, including references, testimonials, and Disclosure and Barring Service (DBS) checks. All data obtained to meet regulatory requirements is handled in accordance with our consent, data protection, and confidentiality policies. Our website and databases undergo regular expert reviews to ensure compliance with privacy and data security standards.

Use of Personal Information

Personal information collected about customers, employees, and third parties is used solely to provide a person-centered care service that meets all regulatory requirements. We do not disclose or share this information for any other purpose.

Safeguarding Information

We have established a range of policies to ensure compliance with data protection regulations. Core policies include:

- Access to Employee Data
- Complaints
- Computer Security
- Confidentiality of Service Users' Information
- Consent to Care and Treatment
- Data Protection
- Record Keeping
- Information Governance under the GDPR
- Protecting Personal Data under the GDPR
- Safe Staff Recruitment and Selection
- Service Users' Access to Records
- Sharing Information with Other Providers

Information Sharing Protocols

We share personal information about customers, employees, and other individuals only with their consent and strictly on a "need to know" basis, adhering to established protocols.

Typically, customer information is shared with professionals and agencies involved in their care and treatment. Employee data is disclosed only with clear agreement, such as when providing references. Exceptions to these rules occur only when required by law, such as during criminal investigations. When notifying authorities about safeguarding matters or incidents, we ensure information is shared with consent or treated confidentially. Statistical data is aggregated and anonymized to eliminate privacy risks.

Access to Personal Information

Procedures are in place to allow staff members, employees, or third parties whose information we hold to access their personal data upon request. These procedures cover both the content of the information and any uses made of it. Refer to the policies listed in Section 6 for further details.

Retention of Information

Strict protocols govern the duration for which we retain personal information, in accordance with applicable legislation and regulations.

Review and Updating of Privacy Policies

Designated staff members are responsible for assessing privacy risks on an ongoing basis and conducting comprehensive annual reviews of our data protection policies, procedures, and protocols to ensure they remain current and effective.

Background and Legal Framework

At Angels Homecare, we are committed to upholding the highest standards of personal data protection for those we serve. In compliance with the General Data Protection Regulation (GDPR), implemented throughout the EU and adopted in UK law via the Data Protection Act 2018, we ensure robust safeguards around your information. We also adhere to relevant legislation such as the Health and Social Care Act 2008, Care Act 2014, Human Rights Act 1998, Freedom of Information Act 2000, and follow guidance from the Information Commissioner's Office (ICO). Our privacy protocols are regularly updated to reflect both regulatory changes and the best practices recommended by the Care Quality Commission (CQC), always with a focus on the welfare and dignity of our clients.

Availability of Privacy Notice

Angels Homecare ensures that our privacy notice is readily available to everyone who interacts with us—including service users, their families, our dedicated staff, and any third parties who may provide or request information—demonstrating our transparent approach to privacy and trust.

Business Details

Our registered office is located at 54 Lindisfarne Road, Bury St. Edmunds, Suffolk, IP332EH. As a CQC-regulated provider, Angels Homecare specializes in bespoke in-home personal

care services tailored to each individual's needs, supporting our local community with compassion and respect.

Purpose of the Privacy Notice

We take seriously our responsibility to inform you of your rights and our role in managing your personal data. Through our consent and confidentiality policies, we guarantee that your information is collected, stored, used, and protected with utmost care. Further details are provided in Section 6 and supporting documents are available on request.

Types of Personal Information Collected

- **Service Users:** To deliver truly personalised care, we collect essential personal and financial details and hold them securely.
- **Staff and Volunteers:** We maintain application, employment, and training records confidentially, ensuring all team members are aware of their rights.
- **Third Parties:** Any data shared by contractors, visitors, or partners is managed with the same care we extend to our clients and staff.

Methods of Information Collection

Information is primarily gathered directly through face-to-face conversations, digital forms, and secure online communications, reflecting our commitment to accessibility. Additional data may be obtained during care assessments or employment checks, but always with explicit consent.

Use of Personal Information

We use your data solely to provide the high-quality, person-centred care for which Angels Homecare is known. No information is ever disclosed for unrelated purposes.

Safeguarding Information

Our internal policies have been developed specifically for Angels Homecare's operations, covering access, security, record keeping, hiring, and sharing protocols to meet and exceed data protection requirements.

Information Sharing Protocols

Data is only shared when necessary—for example, with health professionals involved in your care or where required by law—and always with your clear consent. All sharing is governed by detailed protocols; anonymized statistics are used to safeguard your privacy wherever possible.

Access to Personal Information

We empower all individuals to access information about how their data is being used at Angels Homecare. Service users can review, copy, or request amendments to their own records at any time, supporting transparency and engagement in care planning.

Retention of Information

Personal data is retained only as long as necessary in accordance with legal and regulatory standards. For adult clients, care records are kept for at least eight years after services end; for children, until the age of 25 or eight years after discharge, whichever is longer. Staff records are held for six years post-employment, and other records follow statutory retention periods. At the conclusion of these periods, all records are securely disposed of or anonymised, aligned with our strict data destruction processes.

Review and Updating of Privacy Policies

Angels Homecare routinely reviews and updates its privacy policies, ensuring they remain current and effective for our organisation and the people we support.

Secure Storage of Personal Data

All personal information entrusted to Angels Homecare is safeguarded within secure environments, leveraging physical security measures and state-of-the-art encrypted systems. Only authorised personnel—trained according to our rigorous standards—can access sensitive data.

Role-Based Access Controls

Each team member at Angels Homecare is granted data access appropriate to their role, minimising unnecessary exposure and reinforcing confidentiality at all levels.

Audit Trails

Every interaction with personal data is logged, enabling oversight and accountability across our organisation. Audit trails help us quickly identify and address any inappropriate access.

Subject Access Request Process

Anyone wishing to view or obtain their personal data held by Angels Homecare can submit a subject access request, either online or by contacting our office. Requests are handled promptly according to GDPR requirements, with full transparency about what data is held and how it is used.

Data Breach Reporting Procedures

Should a data breach be suspected, it is reported immediately to our Data Protection Officer. The matter is thoroughly investigated, documented, and if necessary, reported to regulatory authorities and those affected, following our strict best practice procedures.

Alignment with Daily Record Keeping Procedures

Our privacy policy is fully embedded in day-to-day operations at Angels Homecare. Through continuous documentation, clear procedural guidelines, and ongoing staff

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training, we ensure accuracy, security, and full compliance with all data protection standards—giving peace of mind to everyone we care for.

Review:

Please Sign to state you understand Angels Homecare Policy

Staff Name: _____

Date: _____

Staff review date: _____