

## The Caring Company

### Data protection under the General Data Protection Regulations (GDPR)

#### What is personal data

- *personal data' shall mean any information relating to an identified or identifiable natural person ('data subject'); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity;*

As a company we collect personal information from people to enable us to provide a service and put together care plans, we have a duty to inform you of the data we hold and what may be included:

Your full name

Your home address

Your contract details

Key box codes/access information

Your next of kin and emergency contacts

Your contact details, telephone number/email address

Your Doctors contact details also if appropriate other care professionals

Your medical information

Family history and background

Marital status

Preferences

We may also have sensitive personal data that is only used if it is relevant to your care needs including:

Religion

Sexual orientation

Ethnicity/Race

Past Medical History

Mental Health

Criminal Record

We need to store your information for 5 years from the last entry, unless a direct and authorised request for deletion has been made. This data will continue to be stored securely at our premises and on our secure electronic data base, backed up to a secure cloud-based service.

Along with your personal data we also keep any care related paperwork, this may include:

Medication list, medication agreements and records of administration

Communication logs

Risk assessments, including manual handling and risks identified in your home.

Care plans, including food/fluid/bowel charts.

Emails from service users or family members, including compliments and complaints

Contracts and service agreements

Information to and from social workers and continuing health care

Schedules and invoices.

Reviews and questionnaires or letters

Safeguarding referrals, accident and incident reports.

These documents are also archived for 5 years from last entry unless we have a direct request to delete them. Our archives are kept in secure lockable cabinets in a locked room.

### **Sharing information/data**

We need to share some information to enable us to provide the service, staff are given data on a need to know basis. All information given to staff can also be found in the home folder at the service users property. This folder is the property of **The Caring Company** and is for use by staff, the service user and agreed family members. The contents may also be viewed by other care professionals and the emergency services. The home folder will be kept at the discretion of the service user with easy access for care staff.

We would like to advise service users that the folder information is important to enable care staff to carry out their prearranged tasks but may not be something you want your visitors to see. Please store the folder as appropriate.

All our staff sign a confidentiality agreement as part of their induction process.

Occasionally we need to share information with care professionals, this would generally be social workers reviewing your care. Information/data is electronically shared through a secure password protected system called Egress.

Everyone has a right to copies of any data that is held about themselves and a right to ask for old data to be deleted. Copies of any information we hold will be made available on receipt of a written request.

The Caring Company April 2018