



Notice of Personal Information Collection or Processing

How do we process your personal data?

EverKind Home Care Ltd complies with its obligations under the EU General Data Protection Regulation and the Data Protection Act 2018 by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; and by protecting personal data from loss, misuse, unauthorised access and disclosure. We use your personal data for the following purposes:

- To initiate care or support
- To provide ongoing care or support

Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with the third parties specified below:

- Those assigned to initiate and provide care or support.
- Care Quality Commission (CQC), and other bodies such as Adult Safeguarding, for incidents/accidents/complaints regarding quality of care
- Health & Safety Executive (HSE) for the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)
- Insurance brokers in the case of legal investigations into incidents/accidents/complaints
- Paper file archiving companies that store our files
- Companies providing our IT solutions to help us manage care plans, schedule care staff, produce invoices, handle incidents, handle payments and deliver medication.

We will never share your information with any third parties outside of the purposes above without first informing you and your information will only be shared within the EU wherever possible. If information is shared to third parties operating outside of the EU, and that country has not been deemed to provide an adequate level of protection for personal data by the European Commission, we will ensure that either suitable regulations and/or contracts are in place to give you and your data the same rights and protections as would be experienced within the EU. For example, we will only transfer data to third parties based in the US if they are part of the Privacy Shield, as this requires them to provide similar protection to personal data where shared between the EU and US.

Where no adequacy decision is currently in place for the country in question, it will be ensured that we use specific contracts approved by the European Commission which give data the same protections as it would receive if shared within the EU.

How long do we keep your personal data?

We only keep your personal data for the amount of time necessary to achieve the purpose for which it was collected. For the retention periods of specific types of personal information, please refer to our Rights of Access to Information Policy which can be provided to you upon request.

Further processing

If we wish to use your personal data for a new purpose not covered by this privacy notice, then we will provide you with a new notice explaining this before we use your data for the new purpose. Where necessary, we will seek your prior consent to the new processing.

Your rights in relation to your information

You have the right to object to certain processing of your information and to refuse/withdraw consent to information sharing with the specified parties above at any time. We will fully explain the possible consequences to you, which could affect our ability to provide care or other services to you.

Contacting us about your information

You can contact us about your information at any time by contacting us at office@everkindhomecare.co.uk

Privacy Notice

Introduction

The EverKind Home Care website is operated by EverKind Home Care Lid (“we”, or “us”). EverKind Home Care Ltd complies with its obligations under the EU General Data Protection Regulation and the Data Protection Act 1998 by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; and by protecting personal data from loss, misuse, unauthorised access and disclosure.

This privacy notice sets out our commitment to respecting your privacy and providing a secure website, so your personal information is protected. You can be assured that any information you provide us will be used strictly in accordance with the terms laid out in this notice.

Collecting, sharing and using your information

We collect personal information from visitors to the EverKind Home Care website through the use of online forms, information from phone calls, and when you email us your details. This personal information will only be used for the following purposes:

- Dealing, responding, and following-up your enquiries and requests.
- Sending you our newsletter, if you request this; and
- Informing you of additional services which may be of interest to you.

The information we hold will be, to the best of our knowledge, accurate and up to date. If, however, you find errors or inaccuracies in your personal information, please let us know and we will erase, complete, or amend that information as far as it is possible to do so, upon request.

Personal information is treated as confidential, and we conduct periodic reviews of the appropriateness of security systems to prevent unauthorised access. We are committed to providing an appropriate level of security to protect personal information and as our organisation evolves, so will our levels of security.

When you visit the EverKind Home Care website and provide personal information, you will be sharing this information with EverKind Home Care Ltd alone, unless stated and you are informed otherwise.

Outside of this, we would like to bring your attention to our obligations to disclose information in the following exceptional circumstances permitted by law: where you have given permission to disclose information, where we are legally obliged to disclose information, where there is a duty to the public to disclose information, or where we have to disclose information to protect our interests. You have the right to object to certain processing of your information and to refuse or withdraw consent to information sharing with any specified parties at any time.

Access to your Information

You can write to us at any time to ascertain whether we hold any information about you, and to obtain details of the information we hold about you. Please write to:

The Data Protection Officer, EverKind Home Care Ltd, Yeovil Innovation Centre, Copse Road, Barracks Close, Yeovil, BA22 8RN

Please provide us with your name, postal address, and email address along with the details of your requirement. We will then take reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you. Therefore, please provide us with two forms of identification such as a copy of your valid passport or driving license, and a copy of a recent utility bill to confirm your address.

Further Processing

If we wish to use your personal data collected through the EverKind Home Care website for a new purpose not covered by this privacy notice, then we will provide you with a new notice explaining this before we use your data for the new purpose. Where necessary, we will seek your prior consent to the new processing.

How long do we keep your personal data?

We only keep your personal data for the amount of time necessary to achieve the purpose for which it was collected. For the retention periods of specific types of personal information, please refer to our Rights of Access to Information Policy, which can be provided to you upon request.

Links to external websites

The EverKind Home Care website may contain links to other websites which are outside of our control and are not covered by this Privacy Notice. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their Privacy Policies, which may differ from ours. We therefore do not accept any responsibility or liability for these policies, and it is your responsibility to check these policies before submitting any personal information to these websites.

Consent for use of personal data, photographs and testimonials

EverKind Home Care Ltd may occasionally ask to use some of your personal data and display photographs of you for the purpose of marketing via our website, or brochures. If you consent to the processing of your data for this purpose you will be asked to sign a consent form and have the right to withdraw your consent at any time by signing a consent withdrawal form.

Cookie Policy

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operation to your needs, likes and dislikes, by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes, before the data is removed from our system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You may choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. However, this may prevent you from taking full advantage of our website.