



{ApproCare}

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Privacy Notice – Service Users

ApproCare is a Domiciliary Care business, (owned by Mrs Emma Lumsden). This privacy notice explains how we use any personal information we collect about you, during the information gathering process known as an Assessment of Need. Topics covered are:

- What information do we collect about you?
- How do we use such information?
- Access to your information and correction

What information do we collect about you?

The nature of our service means that very personal and sensitive information is discussed, openly and honestly, in order to ensure we can meet your health and social care needs in ways that are unique to your individual circumstances. The specific type of information is required in order for us to meet our legal and regulatory obligations as a registered provider.

The Lawful Bases which we use are contained within the Data Protection Act 2018 and is/are;

- **consent:** You have given clear consent for us to process your personal data for a specific purpose.
- **contract:** The processing is necessary for a contract we have with you, or because we have asked you to take specific steps before entering into a contract.
- **legal obligation:** The processing is necessary for us to comply with the law (not including contractual obligations) and meets the obligations under our data protection policy.
- **vital interests:** the processing is necessary to protect someone's life.
- **public task:** the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law and meets the obligations under our data protection policy. (For example in the case of equal opportunities monitoring)
- **legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data which overrides those legitimate interests (For example to assess your capacity to work on the grounds of ill health)

How information about you will be used

We may share information regarding your care with those who have a need to know, namely Health Professionals, such as GP's, District Nurses, Hospitals etc., Local Authorities, includes departments such as Social Services, Housing, Day Centres etc. Any relevant person identified

Personal information supplied to us is used in a number of ways, for example.

- To agree a Care Plan
- To review your care needs
- To monitor your medication
- To help us improve our services

How will we use this information?

Upon completion of your Assessment of Need, we compile a Care Plan which sets out tasks, aspirations and outcomes in order to meet all your identified needs and this is regularly reviewed and updated. This includes liaison with all those involved in your care such as family, your representative relevant health and social care colleagues and other professionals.

Access to your information and corrections

All files held in your name are available for your perusal and you can ask us to remove information which is inaccurate. Please email or write to us at approcare@live.co.uk or **ApproCare, Kent House, Charles Street, Sheerness, Kent, ME12 1TA**. Where you use our website, cookies are text files which collect log on information and visitor behaviour information. Cookies track visitor use and compile statistical reports on website activity. You can set your browser to accept or decline cookies. Please be aware that a decline preference may mean a loss of function in some of our website features.

For further information on cookies visit: www.aboutcookies.org or www.allaboutcookies.org