



## General Privacy Notice.

### Introduction

This is Willowbrook (Hyndburn) Limited's (Willowbrook) General Privacy Notice. Willowbrook is committed to protecting your privacy and security. This policy explains how and why we use your personal data and it is important that you remain informed and in control of your information.

As part of the services we offer, we are required to process personal data about our staff, our clients and, in some instances, the friends or relatives of our clients and staff. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

All references to the Company, We or Us in this privacy notice are references to Willowbrook (Hyndburn) Limited.

Our contact details are here should you have any concerns or questions about this notice:

Email: [info@willowbrookhomecare.co.uk](mailto:info@willowbrookhomecare.co.uk)

By post addressed:

FAO: Managing Director  
Willowbrook (Hyndburn) Limited  
188-190 Union Road  
Oswaldtwistle  
Lancashire  
BB5 3EG

### About Us

Your personal data which is any information that identifies you, or which can be identified as relating to you personally, will be collected and used by Willowbrook (Hyndburn) Limited as a private limited company. Company registration number: 4881149, ICO registration number: Z1467356, in order to fulfil our contractual obligations to you as a client or as an employee.

### Data Protection Principles

We comply with data protection laws and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in anyway that is incompatible with these purposes.
- Relevant to the purpose we have told you about and limited only to these purposes.



- Accurate and kept up to date.
- Kept for only as long as necessary for the purposes we have told you about.
- Kept securely.

## Clients

### What data do we have?

So that we can provide a safe and professional care and support service to meet your needs, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, next of kin; marital status and dependents, emergency contact details.
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.
- Complaints and compliment data and all related paperwork.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health, medication and medical history.
- Information and changes to your health and social care needs.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

### Why do we have this data?

We need this data so that we can provide high quality care and support to meet your needs. By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legal obligation to do so under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Mental Capacity Act 2005.

We process your special category data because:

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances).
- It is necessary for us to provide and manage social care and support services.
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

### Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, through Health and Social Care portals.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals.
- The Local Authority.
- Your family or friends – with your permission.
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC.
- The police or other law enforcement agencies if we have to by law or court order.

#### **Situations when we may process your data**

- Preparing the service of care the company have been commissioned to perform.
- Administering the contract which the company have entered in with you.
- To comply with our safeguarding obligations and duty to report to the local authority/regulatory bodies.
- Conducting service reviews.
- Managing performance of the service and determining service performance requirements.
- Gathering evidence for complaints, incidents and investigations.
- Making decisions about your service with the local authority and/or other health and social care professionals.
- Comply with health and safety obligations.
- To prevent fraud.
- To monitor the use of the Company's information and communication systems to ensure compliance with the IT policies and/or deal with incoming business emails during period of absence and/or ensure compliance with our standards/rules/policies and/or procedures including investigating any complaints (internal or external).
- To conduct data analysis studies to review and better understand customer satisfaction and to improve our services.
- Equal opportunities monitoring.

#### **Employees (also refer to Willowbrook's Privacy Notice – Employees).**

#### **What data do we have?**

In connection with your application to work for us and your subsequent employment if successful, we will collect, store and use the following categories of personal information about you:



- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- The information you have provided to us in your curriculum vitae (CV) and covering letter.
- The information you have provided on our application form, including name, title, address, telephone number, personal email address, date of birth, employment history, qualifications, skills, experience, employment history.
- Any information you have provided about your current level of remuneration or employment benefits.
- Any information you have provided, relevant to requesting that we make reasonable adjustments during the recruitment process to account for any ill health or disability condition, including whether or not you have a disability.
- Suitability for employment including whether you have been subject to previous disciplinary action and/or attendance records.
- Any information about your entitlement to work in the UK.
- Any information you provide us at interview or through the recruitment and selection process.
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details.
- Your training records.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. sickness records, fit notes or in order for you to claim statutory maternity/paternity pay.
- We may also collect information about your race, ethnic origin, sexual orientation or religion.
- Information about criminal convictions and offences to inform risk assessments and decisions about your fitness to work in adult social care.

**There is detailed information on what employee data we keep [here](#)**

As part of your application you may, depending on your job role, be required to undergo an Enhanced Disclosure and Barring Service (DBS) check (Criminal Record Check). We do not keep this data once we've seen it.

### **Why do we have this data?**

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation under UK employment law.



- To comply with the Health and Social Care Act 2008 (regulated Activities) Regulations 2014.
- We are required to do so in our performance of a public task.
- We have a legitimate interest in processing your data – for example, we provide data about your training to Skills for Care’s Adult Workforce Data Set, this allows Skills for Care to produce reports about workforce planning.
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We process your special category data because:

- It is necessary for us to process requests for sick pay or maternity pay.
- To comply with the Health and Social Care Act 2008 (regulated Activities) Regulations 2014.

If we request your criminal records data, it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not keep a record of your criminal records information (if any). We do record that we have checked this, the date of the check and the disclosure number.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

### **Where do we process your data?**

As your employer we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty’s Revenue and Customs (HMRC).
- Our pension and healthcare schemes.
- Our external payroll provider.
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC.
- The police or other law enforcement agencies if we have to by law or court order.
- The Disclosure and Barring Service.



## Friends/relatives

### What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

### Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

### Where do we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s).
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via Health and Social Care portals.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals.
- The Local Authority.
- The police or other law enforcement agencies if we have to by law or court order.

### Social media and website

From time to time we may ask your permission to post information and pictures of company events or events of interest which you may be included in and may very well appear on the company website and the company Facebook/Twitter/Instagram pages.

Written consent will be sought from you before Willowbrook (Hyndburn) Limited will use this information. This consent may also be withdrawn at any time by you in writing although we would be unable to guarantee that all information is removed. We would however try to ensure this request is met.



In order to provide you with the best experience while using our website, should you wish to obtain further information on our services, this can be done through completing the contact form on our website. If you are interested in applying for a job with Willowbrook (Hyndburn) Limited, this can be done through completing the application form available on our website.

Our website uses cookies to collect information. This includes behaviour information for people who access our website, information about pages viewed and the customer journey around our website. Our website may contain hyperlinks. We are not responsible for the content or functionality of any of those external websites and we suggest you read the privacy notice of any website before providing any personal information.

When you visit [www.willowbrook-homecare.co.uk](http://www.willowbrook-homecare.co.uk), we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### **Online payments**

Willowbrook (Hyndburn) Ltd also accept online card payments through the use of a secure, encrypted API on our website. These transactions are processed by Squareup Europe Ltd. As such Willowbrook (Hyndburn) Ltd do not record or retain any of your information related to your online payment. Squareup Europe Ltd, do record your transaction information and Squareup Europe Ltd adhere to the PCI Data Security Standard (PCI DSS) to protect your data, both physically at their data centre and the online payment. Squareup Europe Ltd are regulated in the UK by the Financial Conduct Authority.

Squareup Europe Ltd's security policy can be viewed via this link: <https://squareup.com/gb/security>

### **Data Opt-Out**

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. We review all of the confidential client information we process on an annual basis to see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose. You can find out more information at <https://www.nhs.uk/your-nhs-data-matters/>.

### **How long do we keep your data**

We will only retain your personal information as long as necessary to fulfil the purposes we have collected it for and for the purposes of satisfying any legal, accounting or reporting requirements. Please refer to our 'retention of records' policy for detail of our retention periods.

### **Your rights**

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:



1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service.
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request.
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Governance Alliance's guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>)
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

### **Changes to the Privacy Notice**

Willowbrook (Hyndburn) Limited will amend this privacy notice from time to time to ensure it remains up to date and accurately reflects how and why we use your personal data. The current version of our privacy notice will always be posted on our website.

### **Complaints**

If you have any concerns about our handling of your personal data or you feel your privacy rights have been infringed, you have the right to lodge a complaint with the Information Commissioners Office (ICO), contact details below.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)



If you would like to complain about how we have dealt with your request, please contact:

By post:

FAO: Managing Director

Willowbrook (Hyndburn) Limited

188-190 Union Road

Oswaldtwistle

Lancashire

BB5 3EG

Email: [info@willowbrookhomecare.co.uk](mailto:info@willowbrookhomecare.co.uk)

Tel: 0303 123 1113