



## Data Protection

We, as your care provider, comply fully with the Data Protection Act of 2018 (referred to as 'the Act'). A condition of the Act is that we explicitly inform you about personal information we collect about you, how we use it and with whom we share it.

We collect details such as your name, address, telephone number, date of birth, relevant health and medical details, details of whom we should contact in the event of an emergency and how we contact them, personal information and your preferences relating to the care services eg food preparation.

We will use this information to:

- provide the agreed care services to you. This will include administering our accounts, issuing invoices and monitoring payments for those services and also to deal with any queries or complaints:
- provide you with information about other services we offer which are similar to those you are already receiving for example by way of a newsletter, and to inform you of any event we may be organising that may be of interest to you.
- maintain records for our own administration purposes and in order to comply with our contractual, statutory or other legal obligations in relation to our business

Your information will be shared with relevant members of our staff including carers who need to know this information in order to provide services to you and office staff involved in the management and administration of your care services to ensure that the quality of the service we offer is continually enhanced and refined. For the avoidance of any doubt, Cara Caring Services may use third parties for external audit purposes only, but this will always be done in a way that continues to protect the confidentiality of your information.

We are very sensitive about the need to keep your information secure and are also very aware of the need to keep it confidential. We will not use this information for any other purpose but that outlined above, and your information will not be disclosed to any other person or organisation without your express consent except as required for

the purposes of fraud and/or crime detection and prevention or where we disclose data to Care Inspectorate Wales/Department of Health and Social Care Registration and Inspection Unit/Regulation and Quality Improvement Authority who are authorised to inspect our premises and in doing so view documents and files that contain personal data.

**Your Rights:** The Act gives you the right to access information we hold about you.

To confirm that we have your permission to collect and use your data as outlined above, please sign below.

I agree to this information about myself being used in this manner but not for any other purpose.

**Signature of client/client's representative** .....

**Relationship to client (if applicable)** .....

**Date:** .....