



Privacy Policy

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O.Corder	12/3/20	Added NHS Opt out policy statement and explanation	1.1
O.Corder	11/06/20	Update to include more specific website privacy details	1.2



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Who are we

At Cordercare ,we are committed to maintaining the trust and confidence of our customers. In particular, we want you to know that Cordercare will not sell, rent or trade your information with other companies and businesses for marketing purposes.

In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it safe and secure.

What personal information do we need and why?

Personal information means any information that may be used to identify you, such as, your name, title, phone number, shoe size, email address, or mailing address.

In general, you can contact us or browse our website without giving us any personal information.

However, to enable us to provide you with safe, person centred care we will need to understand more details about you and anyone else who you may have supporting your care. The types of things we may ask include:

1. Your personal details, name, address, date of birth
2. Your medical conditions/history
3. Contact details for your GP/Doctor
4. About any equipment you use to stay safe in your home
5. About medication you currently take
6. How you would like your care to be delivered and the types of support you need
7. How you manage with certain activities today e.g. washing, cooking, getting out and about
8. Details of anyone who supports you already

This information is usually collected during a quick chat at your home. You can also have others present, for example family or friends, who you may find supportive during this session.

We use this information to build your package of care, often known as a care plan. It is this care plan which your carers will read and follow to understand your wants, needs and preferences. Our aim is to ensure you get the care you want the way you want it.

If we ask you to share information you are not comfortable telling us, it is no problem. Simply let us know and we can explain why we are asking to help you make an informed choice.

When do we share your information?

We may share your personal information to enable the safe delivery of care. To help you understand when and why we do this we have included some examples below:

Who we share with	Why?
Your Carers	To help them understand how to provide you with the best care in the way you want it. We call this person-centred care
Your GP	To alert them to any illnesses or change in condition which may require their support To help us understand your medical history, including any allergies
Emergency services	If you do become unwell or have an accident, we will help the emergency services understand any medical conditions you may have and what medication you take, so they can provide the best care possible for you
District nurses	To help them understand any skin conditions or other needs you may have which require their expertise to treat
Pharmacist	If we help you order repeat medication we may contact the pharmacist as part of your care package.

	Additionally if your medication type is proving difficult for you to take, we can work with the pharmacist to look at options
Other Health care professionals involved in your care e.g. Occupational therapists, nutritionists	We may engage other health care professionals who have expertise to help in areas we cannot e.g. supportive equipment to help you remain independent at home.
Your family or emergency contact	If you have asked us to keep certain people updated who are part of your care planning, then we will act on your request. We will only share information that is relevant to your request and always with your consent.
Adult services (Local authority)	If the LA adult services team are involved in your care we may need to share our performance information with them in order to meet contractual obligations. We may also engage them to determine the types of support you may be entitled to.

Additionally, we may need to share your information to comply with a legal obligation or requirement.

We will never share any of your information with a third party without your consent and do not use anything collected for marketing or sales purposes, so no annoying phone calls we promise.

How we protect your information

Cordercare is committed to keeping your information safe.

Our security measures include:

- encryption of data;
- Paper records are stored in a locked cabinet, only authorised personnel have access

- regular internal audits of our security methods
- security controls which protect the Cordercare IT infrastructure from external attack and unauthorised access; and
- internal policies setting out our data security approach and training for our employees.

Access to Your Personal Information

You are entitled to access the personal information that we hold on you. You can request this information in a number of ways:

- Email your request to contactus@cordercare.co.uk
- Call us on 01945 419099
- Write to us at Cordercare, Unit 1, Evergreen venture park, Barton Rd, Wisbech. PE13 4TP
- Or ask your carer or family member to reach out on your behalf.
- We will always take steps to verify the identity of the requestor before sharing any information.
- An administrative fee may be payable for us to handle this request in some circumstances.

Updating Your Personal Information

If you believe the information we have may not be correct we want to know. Please contact us to access your personal information and let us know what changes we need to make to fix things. We will do our best to get everything corrected within 30 days.

Right to erase your personal data

You also have the right to request we erase your personal data or withdraw consent at any time. This may of course impact our ability to provide you with a care service but our team are here to explain any impact, so you can make an informed choice.

Additionally, we may be obligated to hold some information to adhere to regulatory requirements, however in these instances you can request we restrict processing of the information any further.

To exercise any of these rights simply reach out via one of our contact methods shared in the “Questions” section.

Your Consent

Cordercare will always seek your consent before collecting and using any personal information, usually through a signed consent to care form. Where you are unable to provide consent due to capacity you may have an authorized representative support you with this step.

When you give us consent we will collect and use your information in line with this privacy policy.

We may change this Privacy Policy from time to time and will issue a new copy to our current customers and publish a copy on our website.

Information collected on our Website

When someone visits www.cordercare.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.

We may also collect information about how the website is accessed and used (“Usage Data”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Website Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our website and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Service.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes.

Links to Other Web Sites

Our web site contains links to information on other web sites. On web sites we do not control, we cannot be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

National data opt-out policy

The National Data Opt-Out is a service introduced on 25 May 2018, enabling patients to opt out from the use of their data for anything other than their individual care and treatment, for example research or planning purposes, in line

with the recommendations of the National Data Guardian in her [Review of Data Security, Consent and Opt-Outs](#)

Organisations must be transparent with the information they handle about clients as to how and when their preference has been applied. At Cordercare we are fulfilling our obligation to make provision to inform clients of our compliance with the NHS National Data opt-out policy.

As a Domiciliary care Provider, we have an obligation to be compliant by informing our clients of their right to choose and provide assistance, if needed, with opting out of their information being used for research and planning within the NHS.

Please note Cordercare **does not share** clients' details with any pharmaceutical, medical or other researchers and do not use sensitive information for purposes beyond an individual's care and treatment.

We can provide the following information, available from the Care manager, on request for clients or their legal representatives.

- Your Information Matters to the NHS – Easy Read Version
- Your Data Matters to the NHS – Client Handouts

If you are happy for information to be shared you do not need to anything.

For clients who do not want their information shared for research and planning purposes, you can opt out by one of the following ways below:

- To opt out safely online, please visit <https://your-data-matters.service.nhs.uk>
- To opt out over the telephone please call: 0300 303 5678 NHS Digital Contact Centre

We will keep a record of a decision but please note, clients can change their mind at any time.

Questions

If you have any questions or concerns about our collection, use or disclosure of your personal information, please get in touch:

- Email contactus@cordercare.co.uk

- Call us on 01945 419099
- Write to us at Cordercare, Unit 1, Evergreen venture park, Barton Rd, Wisbech. PE13 4TP
- Or ask your carer or family member to reach out on your behalf.

Alternatively, you can contact the Information commissioners office (ICO) if you have any concerns below:

Telephone: 0303 123 1113

Email: casework@ico.org.uk