



ALLFOR CARE SERVICES LTD

Privacy Notice for Service Users (Patients)

<u>Last Policy Review Date</u>	<u>02/01/2025</u>
<u>Next Policy Review Date</u>	<u>02/01/2026</u>
<u>Policy reviewed by</u>	<u>Suzette Thomas – Data Protection Officer</u>

1. Introduction

Allfor Care Services Limited ("Allfor Care," "we," "us," or "our") is committed to protecting your privacy and ensuring the confidentiality of your personal data in compliance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Care Quality Commission (CQC) requirements
- NHS and social care guidelines

This notice explains:

- How we collect, use, and protect your personal data
- Your legal rights regarding your information
- Who we may share data with and why

If you have any questions, please contact us using the details in Section 9.

2. What Personal Data We Collect

We collect and process the following types of personal data to provide safe and effective care:

A. Personal & Contact Details

- Full name, date of birth, gender
- Home address, telephone number, email
- Emergency contact details (next of kin, family, or carer)

B. Health & Care Information



- Medical history, diagnoses, treatment plans
- Care needs, risk assessments, medication records
- NHS number, GP details, hospital referrals

C. Additional Information

- Financial details (if relevant to funding care)
- Safeguarding concerns or incident reports
- Feedback, complaints, or satisfaction surveys

Sources of Data

We may obtain information from:

- You or your legal representative
- NHS services, hospitals, or GPs
- Local authorities (social services)
- Other care providers involved in your support

3. Why We Process Your Data (Purposes & Legal Bases)

We only use your data where we have a lawful basis under **UK GDPR**:

Purpose	Legal Basis (Article 6 & 9 UK GDPR)
Providing care & treatment	Article 9(2)(h) – Health/social care
Safeguarding vulnerable individuals	Article 6(1)(c) – Legal obligation
Responding to emergencies	Article 6(1)(d) – Vital interests
Quality assurance & service improvements	Article 6(1)(f) – Legitimate interests
Compliance with CQC & regulatory reporting	Article 6(1)(c) – Legal obligation
With your explicit consent (where required)	Article 6(1)(a) & 9(2)(a) – Consent

4. Who We Share Your Data With

We only share data where necessary and with appropriate safeguards:

- Healthcare Professionals (GPs, nurses, hospitals)



- Local Authorities & Social Services (for care funding/assessments)
- Regulators (CQC, ICO, safeguarding teams)
- Emergency Services (if required for your safety)
- Third-Party Providers (e.g., pharmacy, IT systems – under strict contracts)

We never sell your data.

5. How We Protect Your Data

We implement strong security measures:

- Technical Safeguards: Encrypted systems, secure logins, firewalls
- Organisational Measures: Staff training, confidentiality agreements, access controls
- Data Breach Procedures: Immediate action & reporting if required

6. Data Retention Periods

We retain records in line with legal and NHS guidelines:

Record Type	Retention Period
Care & treatment records	8+ years after last contact
Financial records	7 years (HMRC compliance)
Safeguarding cases	As per local authority policy
Children's records	Until age 25 (or longer if required)

7. Your Data Protection Rights

You have the right to:

- Access your personal data (via a Subject Access Request)
- Correct inaccurate or incomplete information
- Request deletion (in certain circumstances)
- Restrict or object to processing
- Withdraw consent (if processing relies on it)
- Lodge a complaint with the ICO (www.ico.org.uk)



8. Changes to This Notice

We may update this notice periodically. The latest version will always be available on our website or upon request.

9. Subject Access Requests (SARs) – Your Right to Access Data

How to Make a Subject Access Request

You (or an authorised representative) have the right to request a copy of the personal data we hold about you. To submit a SAR:

By Email:

✉ Send your request to: info@allforcare.co.uk

Subject line: "Subject Access Request – [Your Full Name]"

By Post:

Write to:

Allfor Care Services Limited

15 Maswell Park Road, Hounslow, TW3 2DL

Mark envelope: "Confidential – Subject Access Request"

Verification Requirements:

To protect your data, we will:

- Request **proof of identity** (e.g., passport, driving licence)
- Verify authority if submitted by a representative (e.g., written consent, power of attorney)

What We Provide in Response

We will supply:

- A copy of your personal data in a clear, accessible format (e.g., PDF or printed records).
- Details of:
 - The purposes of processing
 - Categories of data held
 - Recipients of your data (where shared)
 - Data retention periods
 - Your right to complain to the ICO

Exemptions:

We may withhold certain information if disclosing it would:



- the rights of another person (e.g., third-party confidentiality).
- Involve legally privileged or safeguarding-related data (per UK GDPR Article 23).

Response Timeframe

- We aim to respond **within 30 calendar days** of receiving your request and verified ID.
- Complex requests (e.g., involving multiple systems) may take **up to 90 days**, but we will notify you of delays.

Fees

- SARs are **free of charge** unless:
 - The request is **manifestly unfounded or excessive** (we may charge a reasonable fee).
 - You request **additional copies** (nominal administrative fee may apply).

Complaints About a SAR

If you are dissatisfied with our response:

1. Contact our **Data Protection Officer (DPO)** at [DPO email/phone] to resolve the issue.
2. Escalate to the **Information Commissioner's Office (ICO)** at:

✉ casework@ico.org.uk | ☎ 0303 123 1113 | 🌐 ico.org.uk/make-a-complaint

Example SAR Request Template

To assist users, you may include this optional template:

Subject Access Request Template

[Your Name]

[Your Address]

[Date]

To: Allfor Care Services Limited

Dear Data Protection Officer,

*I am writing to formally request access to my personal data under Article 15 of the UK GDPR.
Please provide:*



- All personal data you hold about me, including care records, assessments, and correspondence.

- Details of how my data is processed, stored, and shared.

I have attached proof of my identity [e.g., passport copy] for verification.

Please contact me at [your email/phone] if further information is required.


Yours sincerely,

[Your Name]

10. How to Contact Us

For any privacy-related concerns, please contact:

Allfor Care Services Limited

 Email: info@allforcare.co.uk

 Phone: [020 8930 3085](tel:02089303085)

 Address: **15 Maswell Park Road, Hounslow, TW3 2DL**

Data Protection Officer (DPO): SUZETTE THOMAS

Email: Suzettethomas@allforcare.co.uk; DPO@allforcare.co.uk