



1. Business details

This is the privacy notice of WCS Care Group Ltd.

Our registered office is at Newlands, Whites Row, Kenilworth, CV8 1HW.

WCS Care is registered with the Care Quality Commission to provide personal care to people in residential care homes.

WCS Care runs residential care homes in twelve separate locations plus a Head Office.

2. Aims of this notice

WCS Care is required by law to tell you about your rights and our obligations regarding the collecting and processing of any personal information, which you might provide to us. WCS have a range of policies and procedures that require any personal information you supply, is only with your active consent and will always be held securely and treated confidentially in line with the applicable regulations. We have listed the relevant documents in a later section (6) and can make any of these available to you if you so wish.

3. What personal information we collect about service users

As a registered care provider, WCS Care must collect some personal information on our service users, including financial information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies. Personal information that becomes inactive, e.g. from enquiries or prospective users who do not enter the service is also kept securely for as long as it is needed, before being safely disposed of.

4. How we collect information

The bulk of service users' personal information is collected directly from them or through the completion of forms, mainly manually, but also electronically for some purposes.

We will continue to build on the information provided in enquiry, referral and needs assessments feeding into service user care and support plans.

All personal information obtained to meet our regulatory requirements will always be treated in line with explicit consent, data protection, and confidentiality policies.

Our website and databases are regularly checked to ensure they meet all privacy standards and comply with our general data protection security and protection policies.

5. What we do with personal information

All personal information obtained on service users is used only to ensure that we provide a service, which is consistent with our purpose of providing personal care to people in residential care homes, meeting relevant regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

6. How we keep your information safe

The range of polices that WCS Care have that enable us to comply with data protection requirements, foremost are:

- Complaints
- Computer Security
- Confidentiality of Service Users' Information
- Consent to Care and Treatment
- Data Protection
- Information Governance under the General Data Protection Regulation
- Protecting Personal Data under the General Data Protection Regulation
- Record Keeping
- Recruitment and Selection policy
- Service Users' Access to Records
- Sharing Information with Other Providers

7. Sharing Information

We only share the personal information of service users with their consent or in line with vital interest on a "need to know" basis, observing strict protocols in doing so. Most information sharing of service users' information is with other professionals and agencies involved with their care and treatment.

The only exceptions to this general rule would be where we are required by law to provide information, e.g. to assist the police in an investigation, or there is a statutory requirement for us to do so.

Where we share information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

8. How personal information held by WCS Care can be accessed

There are procedures in place to enable any service user, whose personal information we possess and might process in some way, to have access to that information on request. The right to access includes both the information and any uses which we might have made of the information.

9. How long we keep information

WCS Care have procedures in place that determine how long we will keep the information, which are in line with relevant legislation and regulations.

10. How we keep our privacy policies up-to-date

WCS Care assess privacy risks continuously and carry out reviews of our data protection policies, procedures and protocols at least annually.

I have read and understood how my data/data of my loved one (delete as appropriate) is collected, used, stored, accessed and destroyed:

Name (block capitals):

Signature:

Date: