

District Home Care Ltd – GDPR Privacy Policy

Effective Date: [Insert Date]

District Home Care Ltd is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, store, and protect your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

District Home Care Ltd

3 Railway Cottages, St Johns Lye, St Johns, Woking, Surrey, GU21 7SG

Company Number: **08634702**

Email: info@districthomecare.co.uk

Phone: **01483 721515**

Website: www.districthomecare.co.uk

We are a registered care provider delivering high-quality home care services to individuals in their own homes. District Home Care Ltd acts as the **data controller** for the personal information we collect and process.

2. What Information We Collect

We may collect and process the following types of personal data:

- **Clients and Service Users:**
 - Name, address, contact details
 - Date of birth
 - Health and care needs
 - Medication and medical history
 - Next of kin and emergency contact details
 - GP and health professional information
 - Financial and payment details (where relevant)
- **Website Visitors:**
 - IP address, browser type, and device information
 - Contact form submissions (name, email, message)
 - Cookies and analytics data (see our [Cookie Policy](#))
- **Job Applicants and Staff:**

- CVs and employment history
 - Identification documents
 - References and DBS check results
 - Training records and qualifications
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3. How We Use Your Information

We use personal information to:

- Deliver safe, effective and personalised care
- Maintain accurate care records
- Communicate with clients, their families, and professionals
- Monitor service quality and comply with regulations
- Manage billing, contracts, and employment
- Process job applications and staff records
- Improve our website and online services

We will only use your data when the law allows us to. Our lawful bases include:

- Consent
 - Contractual necessity
 - Legal obligation
 - Vital interests
 - Legitimate interests
 - Provision of health or social care
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4. Sharing Your Information

We only share personal data where necessary and with appropriate safeguards. This may include:

- Health professionals (e.g. GPs, district nurses)
- Local authorities or funding bodies
- Regulatory bodies (e.g. CQC, HMRC, DBS)
- Secure IT providers or data storage partners
- Emergency services in urgent cases

We do **not** sell or trade your data to third parties.

5. Data Retention

We retain personal data only as long as necessary. Examples include:

- **Client records:** typically kept for 8 years after care ends
- **Employee records:** up to 6 years post-employment
- **Enquiries:** deleted after 12 months unless followed up

6. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion (where lawful)
- Restrict or object to certain processing
- Request data portability (where applicable)
- Withdraw consent (where consent is the basis)

To exercise any of these rights, contact us at info@districthomecare.co.uk or call **01483 721515**.

7. How We Protect Your Data

We apply technical and organisational measures to protect your data:

- Secure, encrypted systems
- Role-based access control
- Confidentiality policies and staff training
- Physical security at our offices
- Regular data audits and reviews

8. Cookies and Website Analytics

Our website may use cookies and analytics tools to improve user experience. For more details, please see our [Cookie Policy](#).

9. Complaints and Contact

If you have questions about this policy or how we handle your data, contact:

Data Protection Lead

District Home Care Ltd

3 Railway Cottages, St Johns Lye, St Johns, Woking, Surrey, GU21 7SG

Email: info@districthomecare.co.uk

Phone: **01483 721515**

You also have the right to contact the **Information Commissioner's Office (ICO)**:

Website: <https://ico.org.uk>

Phone: 0303 123 1113

10. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website at www.districthomecare.co.uk.

Would you like this in downloadable PDF format or embedded into a website-ready HTML template next?