

PRIVACY POLICY FOR HOMECARE PROFESSIONAL LIMITED.

Effective Date: 01-02-2024

1. Introduction

Thank you for choosing Homecare Professional Limited for your domiciliary care needs. After careful alignment with the existing policies as spelled out in **General Data Protection Regulation (GDPR)** and **Information Commissioner's Office (ICO)**, this Privacy Policy outlines how Homecare Professionals Limited collects, uses, discloses, and safeguards your personal information. By engaging with our quality services, you agree to the terms outlined in this policy.

2. Information We Collect

Homecare Professionals Limited may collect various types of personal information, including but not limited to:

- Personal details (Name, Address, Date of birth).
- Contact information (Phone number, Email address).
- Health information.
- Emergency contact details.
- Financial information for billing purposes.
- Care preferences and requirements.

3. How We Collect Information

Homecare Professionals Limited collects information through:

- **Direct interactions:**

Information is provided during consultations, assessments, and care planning.

- **Indirect interactions:**

Information is gathered through our website, applications, and other communication channels.

4. Use of Information

Homecare Professionals Limited use personal information for the following purposes:

- Providing quality domiciliary care services.
- Customizing care plans based on individual needs.
- Billing and financial transactions.
- Complying with legal obligations.
- Improving and enhancing our services.

5. Sharing of Information

Homecare Professionals Limited may share personal information with:

- Caregivers and healthcare professionals that are directly involved in providing the subscribed domiciliary care services.
- Third-party service providers assisting in our carefully planned domiciliary care operations.
- Legal authorities when required by law.

6. Security Measures

Homecare Professionals Limited implement strict security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. Our staff undergo training on data protection practices, and we regularly review and update our security protocols.

7. Data Retention

Homecare Professionals Limited retain personal information only as long as necessary for the purposes outlined in this policy or as required by applicable laws. After this period, we securely dispose of or anonymize the data.

8. Your Rights

You have the right to:

- Access your personal information.
- Request correction or deletion of inaccurate data.
- Object to the processing of your information.
- Lodge a complaint with the appropriate data protection authority.

9. Changes to the Privacy Policy

Homecare Professionals Limited reserve the right to update this Privacy Policy to reflect changes in our carefully planned practices. Any updates will be communicated through our website or other appropriate and dedicated communication channels.

10. Contact Information

If you have any questions, concerns, or requests regarding your privacy or this policy, please contact us at enquiries@thehomecareprofessionals.com

Thank you for choosing Homecare Professionals Limited. Your trust is of utmost importance to us.

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