

HOW WE USE YOUR PERSONAL INFORMATION

This fair processing notice explains why JLKare and Support collects information about you and how that information may be used.

Records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which JLKare hold about you may include the following information;

Details about you, such as your name, address, carer, legal representative, emergency contact details.

To ensure you receive the best possible care, your records are used to facilitate the service you receive. Information may be used within JLKare and Support for audit purposes to monitor the quality of the service that you receive from us.

Our legal basis for processing your data is that you or your nominated representative, guardian or attorney have given consent for it to be used in the provision of advice or care.

Some of this information may necessarily be shared with identified professionals in order for us to provide the required services for you.

You or your nominated representative, guardian or attorney may withdraw consent to use your personal data at any time, but this may affect our ability to provide you with the necessary level of service or care.

HOW WE MAINTAIN THE CONFIDENTIALITY OF YOUR RECORDS

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- The General Data Protection Regulation as from 25th May 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review – Dame Fiona Caldicott

Every member of staff who works for JLKare has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations)

WHO WE MAY SHARE YOUR INFORMATION WITH

We may also share your information, subject to strict agreements and your consent on how it will be used, with the following organisations:

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units (CSUs)
- Private Sector Providers
- Voluntary Sector Providers
- Clinical Commissioning Groups
- Local Authorities
- Other 'data processors' which you will be informed of if we do this.
- Skills for Care – NMDS
- Care Check – DBS
- CQC
- Accountant
- TSB Bank
- Microsoft software – ZERO
- NEST – Pensions
- Government agencies
- Care Planner – Home care monitoring system

You, or where appropriate your nominated representative, guardian or attorney, will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required.

ACCESS TO PERSONAL INFORMATION

You have a right under the Data Protection Act 1998 (and from 25th May 2018, under the General Data Protection Regulation) to request to obtain copies of what information JLKare holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

Your request must be made in writing to the Data Protection Officer – Jane Nock at JLKare and Support, Unit 7-8 West Cross Shopping Centre, Oldbury Road, Smethwick, West Midlands, B66 1JG.

There may be a charge to have a printed copy of the information held about you. We are required to respond to you within 28 days.

You will need to give adequate information (for example full name, address, date of birth, and details of your request) so that your identity can be verified, and your records located.

OBJECTIONS/COMPLAINTS

Should you have any concerns about how your information is managed by JLKare, please contact:

The Data Protection Officer (DPO), JLKare and Support, Unit 7 – 8 West Cross Shopping Centre, Oldbury Road, Smethwick, West Midlands, B66 1JG

If you are still unhappy following a review by JLKare, you can then complain to the Information Commissioners Office (ICO) here <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 (local rate) or 01625 545 745.

CHANGE OF DETAILS

It is important that you tell JLKare if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you. These will be reviewed at regular supervision meetings.

NOTIFICATION

The GDPR Regulation requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

JLKare and Support is registered with the Information Commissioners Office (ICO).

THE GENERAL DATA PROTECTION REGULATION (GDPR)

This regulation will become law on 25th May 2018. It will supersede the Data Protection Act 1998 and will impose much stricter controls on how we collect and use personal data. It will encompass all the current requirements of the Data Protection Act 1998 and enhances the rights of individuals in a number of areas. Further information about it can be found here: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>

WHO IS THE DATA CONTROLLER FOR JLKARE AND SUPPORT?

The Data Controller, responsible for keeping your information secure and confidential is:

Jane Nock, JLKare and Support Limited, Unit 7-8 West Cross Shopping Centre, Oldbury Road, Smethwick, West Midlands, B66 1JG

WHAT ARE COOKIES?

'Cookies' are small text files that are stored by the browser (e.g. Internet Explorer or Safari) on your computer or mobile phone. Websites are able to read and write these files, allowing them store things such as user preferences.

At JLKare and Support we use cookies to help us analyse where visitors to our website come from, and how they find our website on the internet. We also use cookies to enable visitors to share our pages on social networks. Our cookies are anonymous and don't store sensitive personal information such as your name and address.

ANONYMOUS ANALYTICS

Every time a user visits JLKare.co.uk, web analytics software provided by a third party generates an anonymous analytics cookie. These cookies can tell us whether or not you've visited the site before. Your browser will tell us if you have these cookies, and if you don't, we generate new ones.

This allows us to track how many individual unique users we have, and how often they visit the site. These cookies cannot be used to identify individuals; they are used for statistical purposes only. This allows us, for example, to group similar audiences for customised content and marketing.

Our analytics cookies are only accessible on the secure JLKare.co.uk server, and the data cannot be altered or retrieved by any other service.

However, if you'd prefer to restrict, block or delete cookies from JLKare.co.uk, or any other website, you can use your browser to do this.

COOKIES USED BY JLKARE AND SUPPORT

__utma

This cookie is typically written to the browser upon the first visit to your site from that web browser. If the cookie has been deleted by the browser operator, and the browser subsequently visits a site, a new __utma cookie is written with a different unique ID. This cookie is used to determine unique visitors to our site and it is updated with each page view. Additionally, this cookie is provided with a unique ID that ensures both the validity and accessibility of the cookie as an extra security measure.

__utmb

This cookie is used to establish and continue a user session with our site.

When a user views a page on our site, the code attempts to update this cookie. If it does not find the cookie, a new one is written, and a new session is established. Each time a user visits a different page on our site, this cookie is updated to expire in 30 minutes, thus continuing a single session for as long as user activity continues

within 30-minute intervals. This cookie expires when a user pauses on a page on our site for longer than 30 minutes.

utmz

This cookie stores the type of referral used by the visitor to reach our site, whether via a direct method, a referring link, a website search, or a campaign such as an ad or an email link. It is used to calculate search engine traffic, ad campaigns and page navigation within our site. The cookie is updated with each page view to our site.