

Privacy Notice for Service Users (including prospective and former)

Who we are:

Capital Homecare (UK) Limited is a registered care provider regulated by the Care Quality Commission (CQC). We provide support to individuals under contracts with local authorities.

Our contact details are:

Capital Homecare (UK) Limited

Registered Office: 77A Woolwich New Road, London, SE18 6ED

Email: kens@capitalhomecareltd.co.uk

Phone: 020 8854 8665

Why we collect your information:

We collect, use and store personal data to deliver safe, effective and personalised care services to you. We do so in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What information we collect:

We may collect and process the following types of information:

- Name, address, date of birth, contact details
- Health and social care information (including support needs, risk assessments, medication records)
- Next of kin and emergency contacts
- Financial details if we support you with budgeting or direct payments
- Information from your local authority, GP, or support professionals

Legal basis for processing:

We process your data on the following lawful bases:

- Article 6(1)(e): Performance of a task carried out in the public interest (social care)
- Article 6(1)(c): Compliance with a legal obligation
- Article 9(2)(h): Provision of health or social care and treatment

Who we share your data with:

Your data may be shared with:

- All local authorities and any other organisations with contractual agreements with Capital Homecare (UK) Limited for care coordination
- Healthcare providers involved in your support
- Social workers or advocates
- Emergency services, if required for your protection
- Software providers (e.g. digital care systems) under contract

We only share data where necessary and always under appropriate data-sharing agreements or contracts.

How long we keep your information:

We keep your data for 7 years after your support ends, or longer if required by law or contractual terms with all Local Authorities and any other Organisations with contractual agreements with Capital Homecare (UK) Limited.

Your rights:

You have the right to:

- Access your data
- Rectify inaccurate data
- Request deletion (in certain cases)
- Object to processing
- Restrict how we use your data
- Complain to the Information Commissioner's Office (ICO) at www.ico.org.uk

To exercise any of these rights, contact our Data Protection Lead at:
info@capitalhomecareltd.co.uk

Privacy Notice for Employees, Bank Staff and Volunteers

Purpose of this notice:

This notice sets out how Capital Homecare (UK) Limited collects, uses and protects the personal information of our employees, volunteers and contractors.

What we collect:

We collect and process:

- Contact details and next of kin
- Identification and right-to-work documents
- Recruitment information (CVs, references, DBS results)
- Employment contracts and training records
- Payroll, tax and pension information
- Sickness, absence, disciplinary and performance data

Legal basis:

- Article 6(1)(b): Processing necessary for contract of employment
- Article 6(1)(c): Compliance with legal obligations (e.g. HMRC, CQC regulations)
- Article 9(2)(b)/(h): For employment and safeguarding duties

Why we use your information:

- Recruitment and onboarding
- Payroll and pension management

- Monitoring performance and development
- Compliance with safeguarding and care regulations
- Health and safety, wellbeing, and incident management

Sharing your information:

We may share staff data with:

- HMRC, pension providers, DBS service
- Local Authorities and any other organisations with contractual agreements with Capital Homecare (UK) Limited and the CQC during audits
- Software providers used for rostering, training or payroll

All data sharing is controlled by strict contracts and access controls.

Data retention:

We retain staff files for 6 years after employment ends, unless longer is legally required (e.g. safeguarding investigations).

Your rights:

As a data subject, you have the same rights as listed above. For any data concerns, contact our Data Protection Officer at kens@capitalhomecareltd.co.uk

Privacy Notice for Visitors, Contractors and Job Applicants

What we collect:

If you visit our premises or apply for a role with us, we may collect:

- Name, contact details, visitor logs, CCTV images
- Job application materials (CVs, covering letters, interview notes)

Purpose:

- Site security and safeguarding
- Responding to enquiries or following up on applications

Legal basis:

- Article 6(1)(f): Legitimate interests in operating safely and efficiently
- Article 6(1)(b): Steps prior to entering a contract (for job applicants)

How long we keep your data:

Visitor logs are retained for 6 months; unsuccessful job applications are kept for 12 months unless agreed otherwise.

Your rights

You may request access to or deletion of your personal data unless an exemption applies (e.g. regulatory investigation).

Privacy Notice for Website Users (if applicable):

Cookies and online data:

If Capital Homecare (UK) Limited operates a website, cookie use and analytics will be covered by a standalone cookie policy. Data may include:

- IP address and browser type
- Pages visited and time spent
- Form submission details

We use this data to monitor performance and improve user experience.

Your choices:

You can set browser settings to refuse cookies or request deletion of your browsing data.

General Information:

Data controller:

Capital Homecare (UK) Limited is the Data Controller under UK GDPR. Where we process data on behalf of all local authorities and any other organisations under contract, we act as a Data Processor.

Security and protection:

We protect your information using:

- Encrypted systems and secure cloud storage
- Role-based access controls
- Staff training and signed confidentiality agreements
- Regular audits and penetration testing