



HEARTWELL HOUSE RESIDENTIAL CARE HOME

32 Shaftesbury Avenue, Leicester, LE4 5DQ

Tel: 0116 266 5484 www.heartwellhouse.co.uk

Privacy Notice

Under the Data Protection Act 1998 and the General Data Protection Regulation 2016 (GDPR)

1. Purpose

The purpose of the statement is to specify the information that Heartwell House Residential Care 32 Shaftesbury Av Leicester. LE4 5DQ holds for you and to explain what it does with the information it collects.

2. Scope

(1) This statement applies to everybody who accesses services from Heartwell House, accesses our website or requests to receive our newsletter.

(2) This statement applies to all staff employed by Heartwell House Residential Care Home.

This document covers the collection and handling of personal information. They apply to all personal information created or collected by all constituent parts of Heartwell House Residential Care Home and its staff in the course of their daily work, including personal information.

The information includes:

The names and other details of those who access Heartwell House Residential Care Home services.

The names and other details of those who correspond with us or provide details during telephone calls;

Mailing lists of all kinds, both those held as part of our customer relations and those in personal mailboxes;

Information about contractors and suppliers of goods and services;

Information held by managers about their staff, such as recruitment, selection and training information and performance management information;

Word-processed documents, spreadsheets and databases which contain personal details such as names and addresses

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Emails, where the person either sending or receiving is identifiable or the contents refer to identifiable people

Collectively this personal information is called '*personal data*' and the people it is about are called '*data subjects*'.

3. Data Collected

Clients:

- (1) The information we collect is via access to care services and the care planning process, via client surveys and client feedback.

Staff:

- (2) The information we collect is via job applications, employment, and requests for information and advice.

(2) Such data, is collected, held and processed for the following purposes:

- (a) To provide services that meets the needs of our clients.
- (b) To achieve improvements in our delivery of health and social care;
- (c) To provide employment for our staff
- (d) To deal with clients and staff enquiries and correspondence between parties.

4. The Website

<http://www.heartwellhouse.co.uk/>

The Website is maintained at

Heartwell house Residential Care 32 Shaftesbury Av Leicester LE 45DQ

5. Subject Access

Subject access requests under the Data Protection Act 1998 and General Data Protection Regulation 2016 (GDPR) and other enquiries may be addressed to the Heartwell House at the above address.

6. Variations

Heartwell House reserves the right to add to or modify this statement from time to time

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