

Data Privacy Summary

Introduction

It is important that you know exactly what we do with the personal information that you, your family members or others provide us with, why we gather it and how we store it. We are obliged under the General Data Protection Regulation (GDPR) 2018 to inform you fully on these matters.

The information we collect about you

The information about you that we hold can include:

- Your name, address and other contact details
- Contact information on your next of kin and other family members
- Contact information of your doctor(s) and other relevant health professionals.
- Information to access your home including alarm codes, key box codes etc.
- Information on your lifestyle, hobbies and interests, eating and sleeping habits
- Medical background, medication, mobility and related information

1. When we collect your information and legal basis

Primarily we collect your information during the Care Consultation that Siobhán conducts in order to assess your homecare needs, before we commence delivery of the service. This information will be updated regularly as the need arises.

The legal basis on which your personal data is gathered by us is called "Legitimate Interest": in other words, we need the data in order to provide you with a homecare service

2. How we use and store your information

We use your personal data in order to write a care plan which is a prerequisite for the provision of your homecare service. Your care plan is stored electronically on our IT system.



Furthermore, your Care Plan and other data related to the provision of homecare is stored in paper form in the Client Journal (pink folder) which is normally kept in your home. The Client Journal also contains Care Logs which are updated at the end of each visit. Completed Care Logs are periodically removed from the Journal and stored in your paper file at our office

3. Who we share your information with?

We share your Care Plan electronically with your Carers (our employees). The Care Plan is password protected before being emailed to any third party including our Carers.

4. How long we hold your data

We store client data for 8 years after we have finished providing homecare to you.

5. Website Data

Our website address is: <http://hacketthomecare.ie>

Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

Contact forms

Cookies

If you leave a comment on our site you may opt in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Analytics

Who we share your data with



How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

Visitor comments may be checked through an automated spam detection service.

6. Your right to object, request copies of your data and implications of not providing your data

Under GDPR you have certain rights regarding your data. For example, you have the right to object to us holding your personal data, also you have the right to see copies of all data that we hold that relates to you.

If you do not provide us with information or if you request that we stop holding information about you, we may not be able to continue providing you with a homecare service.

7. Questions and further information

If you have any questions related to the data we hold or you think we may hold about you, please contact us on 01 430 5427 or info@hacketthomecare.ie