

## West Heanton Privacy Notice for Clients

West Heanton is committed to protecting your privacy and ensuring your personal data is handled safely, lawfully and transparently. This notice explains what information we collect, why we collect it, how we use it, who we share it with, and your rights.

If you have any questions or concerns about how your data is used, please contact:

### Tom Bond

Data Officer

West Heanton Ltd

Buckland Filleigh

Beaworthy

Devon

EX21 5PJ

Telephone: 01409 281754

Email: [enquiries@westheanton.co.uk](mailto:enquiries@westheanton.co.uk)

## What data do we collect?

To provide safe, effective and personalised care, we need to collect and process certain information about you.

### Personal data

- Name, address, date of birth and contact details
- Next of kin or emergency contacts
- Financial information (e.g., how you pay for your care, funding arrangements)

### Special category data

This is more sensitive information that requires additional protection:

- Health and social care information (physical and mental health)
- Information about your race, ethnic origin, sexual orientation or religion (only where relevant to your care)

We only collect information that is necessary for your care and support.

## Why do we collect your data?

We collect and use your data so that we can provide high-quality care and meet our legal obligations.

### Our lawful bases for processing your personal data

We process your data because:

- We have a **legal obligation** under laws such as the Health and Social Care Act 2012 and the Mental Capacity Act 2005.
- It is necessary for the **provision and management of social care services**.
- It is required for reasons of **substantial public interest**, including safeguarding.
- We must provide certain information to our regulator, the **Care Quality Commission (CQC)**.

## When we rely on consent

In some situations, we may ask for your explicit consent. If we do:

- We will explain clearly what you are consenting to
- You can withdraw your consent at any time

## Where and how we process your data

To deliver safe and effective care, we collect and share information in the following ways:

### We may collect information from:

1. You directly
2. Your legal representative
3. Third parties involved in your care

### We may collect or share information via:

- Face-to-face conversations
- Phone calls
- Email
- Our website
- Post
- Application and contract forms
- Care planning apps or digital systems

## Who we share your data with

We only share your information when it is lawful, necessary and proportionate.

### We may share your data with:

- Your GP, pharmacy, hospital teams, social workers and other health or care professionals
- The Local Authority
- Individuals you have authorised (family, friends, representatives)
- The CQC, for regulatory purposes
- Safeguarding teams, where required
- The police or law enforcement, if required by law or court order
- HMRC, where legally required

We never sell your data. We will only use your data for marketing with your explicit consent.

## Our website

If you use our website, we may process limited information (e.g., details submitted through the contact form). We only use cookies that are **strictly necessary** for the website to function. We do **not** use analytics or marketing cookies.

## Devon & Cornwall Care Record (DCCR)

West Heanton participates in the Devon & Cornwall Care Record (DCCR). This is a secure system that allows authorised health and social care professionals to access relevant information needed to provide safe, effective care.

We share limited information about the people we support — including care home residents, sheltered housing tenants, individuals receiving homecare, and people supported in the community — so that doctors, hospitals, community teams and other care providers involved in your care have accurate and up-to-date details.

The legal basis for this sharing is the provision of direct care under UK GDPR Article 6(1)(e) and Article 9(2)(h).

You can read more about how the DCCR uses and protects your information at:

<https://devonandcornwallcarerecord.nhs.uk/data-security-and-privacy/>

## How long we keep your data

We keep your information for as long as required for care, legal and regulatory purposes.

- **Care records** are kept for the period required by the Records Management Code of Practice for Health and Social Care.
- **Financial records** are kept for the period required by accounting and tax law.
- **Historical and Archival Records** In some cases, we may keep certain information for a longer period (sometimes decades) for historical, legal or safeguarding purposes. This may include records that help us demonstrate the care we provided, respond to future enquiries, or meet our legal and regulatory responsibilities. We only keep the minimum information required, and it is stored securely and used only for these specific purposes.

After this time, your data is securely destroyed. If you do not wish for your data to be stored for historical, legal or safeguarding purposes, please let us know and we will ensure your data is securely destroyed when legally able.

## How we keep your data secure

We use appropriate technical and organisational measures to protect your information, including:

- Secure electronic systems
- Access controls
- Staff training
- Confidentiality policies
- Secure storage and disposal procedures

Only staff who need your information to provide care can access it.

## International transfers

We do **not** transfer your personal data outside the UK. If this ever changes, we will ensure appropriate safeguards are in place and update this notice.

## Your rights

You have the following rights regarding your personal data:

1. **Right of access** – You can request a copy of the data we hold about you.
2. **Right to rectification** – You can ask us to correct inaccurate or incomplete information.
3. **Right to erasure** – You can ask us to delete data that is no longer needed.
4. **Right to restrict processing** – You can ask us to limit how your data is used.
5. **Right to withdraw consent** – If we rely on consent, you can withdraw it at any time.
6. **Right to object** – If we process your data under legitimate interests or public interest, you can object.

We may need to verify your identity before responding to a request. We will respond within **one month**.

## Concerns or complaints

If you are unhappy with how we have handled your data, please contact us first so we can put things right.

You also have the right to complain to the Information Commissioner's Office (ICO):

### Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

<https://ico.org.uk>