

Keeping stuff about you private!

Our Promise

Voyage Care is committed to respecting your privacy and ensuring that your personal information you have entrusted to us is held securely and processed in accordance with applicable data protection and privacy laws.

What do we collect?

This leaflet is about what happens to the information that Voyage Care collects about you in order to give you great quality care and support and how we keep this personal information safe.

We collect information such as:

- your name;
- your date of birth;
- your address;
- what we do to care for you;
- your medical history; and
- your care funding.

Why do we collect it?

Voyage Care collects information from you so that we can deliver the best care for you that we can.

What do we do with it?

We keep the information we collect electronically and on paper.

Who do we share it with?

We may need to share your information with other people and organisations, such as:

- hospitals;
- your Doctor;
- Social Services; and
- Other public bodies such as the Care Quality Commission.

If applicable, we may also tell the person with legal responsibility for you about this and let them decide how your information is used.

If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people as it is our job to keep you and others safe.

Voyage Care monitors information security and has written contracts with local authorities and suppliers to process information about you only on our instruction and in compliance with data protection and privacy laws.

Your rights in relation to Personal Information



1. You have the right to obtain confirmation from Voyage Care as to whether or not personal data concerning you are being processed, and, where that is the case, access to that personal data;
2. You have the right to oblige Voyage Care to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.
3. You have the right (under certain circumstances, but not all) to oblige Voyage Care to erase personal data concerning you.
4. You have the right (under certain circumstances, but not all) to oblige Voyage Care to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.
5. You have the right (under certain circumstances, but not all) to oblige Voyage Care to provide you with the personal data about you which you have provided to Voyage Care in a structured, commonly used and machine-readable format.
6. You also have the right to oblige Voyage Care to transmit those data to another controller.
7. If the lawful basis for processing is consent, you have the right to withdraw that consent.
8. Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.
9. Voyage Care does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Keeping your records safe

Everyone working at Voyage Care understands that they need to keep your information safe. They have training every year to remind them. We will tell them that they are only allowed to look at your information if they are involved with your care. They understand that they must keep your information safe, especially information that identifies you.

Can I get a copy of my information?

Yes! You or the personal with legal responsibility for you, will need to write or email us and tell us what you want to see.



Contact:
FAO Laura Jordan
Data Protection Officer
Voyage Care
Wall Island
Birmingham Road
Lichfield
WS14 0QP

What is the legal stuff?

Any personal information we hold about you is processed for the purposes of provision of health or social care or treatment or the management of health and social care systems and services under chapter 2, section 10 of the Data Protection Act 2018.

This means that by law that Voyage Care is OK to process your information once you or the person with legal responsibility for you say we can. This will help us make the best choices about your care. The name of the Voyage Care entity that has control and looks after your data is Voyage 1 Limited. Voyage 1 Limited is the data controller company and its address is Wall Island, Birmingham Road, Lichfield, WS14 0QP.

How long we keep your data

Voyage Care will only keep your personal information for as long as necessary and in accordance with the law.

What are my rights?

If we need to use your information for any other reason, we will tell you or the personal with legal responsibility for you and get consent.

You can have a copy of your records, ask us to correct mistakes, withdraw your consent and ask us to share your information with other people at any time.

Who do I contact with questions?

If you have any questions or complaint in regard to your information, please contact:

FAO Laura Jordan
Data Protection Officer
Voyage Care
Wall Island
Birmingham Road
Lichfield
WS14 0QP

You also have the right to lodge a complaint with the Information Commissioners Officer about how we manage your data.



Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Changes to this privacy notice

Voyage Care may update this privacy notice at any time, if for example, there are changes to the law and how we operate. Please do check our website www.voyagecare.com for further details privacy and how we look after your information. If there are any changes in the way we process your information we will let you know by sending you a further letter / notification.