



## Privacy Notice: People we Support

### *Who are we*

This privacy notice is provided to you by Voyage Care and its group companies. Voyage Care is the data controller and provides care and support for people with learning and physical disabilities, brain injuries, autism and complex needs across the England, Scotland and Wales.

Where this notice refers to “we, “us” or “our”, we are referring to the relevant company in the group responsible for processing your data. You may contact us using the details below:

#### **By email:**

[InformationSecurity@voyagecare.com](mailto:InformationSecurity@voyagecare.com)

#### **By post:**

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

### *Our Promise*

Voyage Care is committed to protecting and respecting your privacy.

This privacy notice describes how we collect and use personal information about you, during and after your time with us, in accordance with the UK General Data Protection Regulation (UK GDPR) and other applicable data protection law. This note applies to all People we Support and any prospective People we Support who we require additional information from in order to assess suitability.



### *What information do we collect?*

Voyage Care may collect the following information about you in order to provide you with quality care and support:

- Your name and personal contact details;
- Your date of birth;
- Your address;
- Hobbies and interests;
- Food and care preference information (e.g. allergies / likes and dislikes);
- Home environment (e.g. location, home description, support needs);
- Financial data (e.g. for payment and where you request information about care funding);
- Health data of (including care needs, medication, medical condition, medical history etc);
- CCTV footage;
- Photographs;
- Location data; and
- Legal data (e.g. any executors, legal representatives, advanced decisions or end of life wishes and powers of attorney.)

### *How do we collect your information?*

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

We will collect personal information from you directly, from a family member, or from someone who has legal authority to act on your behalf. We may ask you to complete an initial questionnaire and collect additional personal information during the time we support you. We may also collect personal information from third parties (e.g. any funder) and healthcare professionals that you engage with throughout our relationship with you.

### *How do we use your information?*

We keep the information we collect electronically and on paper.

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to comply with a legal or regulatory obligation.
- Where we need to perform the contract we have entered into with you or the local authority or NHS body that commissions your care.



- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. This might include processing personal data for research purposes or safeguarding purposes.
- Where you have provided your express consent.
- We may also use your personal information where we need to protect your interests (or someone else's interests), which is likely to be rare.

Situations in which we will use your personal information include:

- Devise your care plan to ensure that we deliver care that is centred towards you and appropriate to your needs;
- Supply our services to you and entering into a contract with you;
- Disclose information to the appropriate regulators to inform them of certain incidents as required under the law;
- Communicate with you through emails and/or telephone calls from you.
- Disclose information to a Coroner, the Police or Safeguarding where they need to conduct a formal investigation.
- Supply you with information about our services by email and/or post.

### *Change of purpose for processing your information*

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, where this is required or permitted by law or regulation.

### *Do we need your consent?*

We do not need your consent if we use special categories of your personal information where it is needed to carry out your end of life wishes, in the public interest, in relation to legal claims or to protect your interests. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data or to process your information for marketing purposes. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to provide your consent.



### *Who do we share your information with?*

We may have to share your data with third parties, including third-party service and healthcare providers and other entities in our group. This includes (but is not limited to) hospitals, doctors, social services and public bodies e.g. the Care Quality Commission.

We require all third parties with whom we share your data to respect the security of your data and to treat it in accordance with the law. 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.

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 to ensure your safety.

We do not transfer your personal data outside the European Economic Area ("EEA").

### *NHS National Data Opt-out*

The NHS National Data Opt-Out does not apply to our processing activities as we do not share any of your personal data for planning or research purposes. We review the confidential resident information we process on an annual basis. In the event we are required to share personal data for planning or research purposes, we will notify individuals affected and they can opt-out to stop their information from being shared for this purpose. You can find out more information at <https://www.nhs.uk/yournhsdata-matters/>

### *Your rights in relation to your information*

- **Access Your Data:** You have the right to know if Voyage Care is processing your personal information. If we are, you can request access to it.
- **Correct Your Data:** If any of the personal information we hold about you is incorrect, you can ask us to correct it. If any data is incomplete, you can provide additional information to complete it.
- **Request Deletion:** In certain situations, you have the right to ask us to delete your personal information.
- **Limit How We Use Your Data:** You can request that we limit the processing of your information, for example, if you believe the data we hold is inaccurate.
- **Data Portability:** In some cases, you can ask us to provide your information in a structured, commonly used, and machine-readable format, and you can also request that we transfer this data to another service provider.



- **Withdraw Consent:** If we're processing your data based on your consent, you can withdraw that consent at any time.
- **Object to Marketing:** If we're using your data for direct marketing, you can object to this at any time, including any related profiling.
- **No Automated Decisions:** Voyage Care does not use automated decision making systems that have legal or significant effects on you.

Please note that some of these rights have specific conditions and may not apply to all the information we hold about you. For example, while you always have the right to withdraw consent or object to direct marketing, other rights like data portability or requesting deletion may depend on certain circumstances.

### *Keeping your records safe*

Everyone working at Voyage Care understands that they need to keep your information safe. Our colleagues receive training every year to remind them of best practices in keeping your data secure. We remind them that they are only allowed to look at your information if they are involved with your care. Through this training, 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 a person who has legal authority to act on your behalf, will need to email or write to us and tell us what you want to see.

#### **By post:**

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

#### **By email:**

[sar@voyagecare.com](mailto:sar@voyagecare.com)

### *How long will we keep your information for?*

We will retain your personal information for as long as you use our services and for a reasonable time thereafter as required by the law, insurers and regulatory bodies.



### ***Who do I contact with questions?***

Our Data Protection Officer oversees compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact us at [InformationSecurity@voyagecare.com](mailto:InformationSecurity@voyagecare.com).

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us using the details above in the first instance.

The ICO's contact details are as follows:

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

Helpline number: 0303 123 1113

For further information and guidance, please visit <https://ico.org.uk/concerns/>

### ***Changes to this Privacy Notice***

Voyage Care may update this privacy notice at any time in line with changes to the law or the way we operate.

Please check our website [www.voyagecare.com](http://www.voyagecare.com) for any updates to this Privacy Notice.