

Privacy Notice for Family, Friends and Representatives

*This statement is applicable to all individuals connected to the
People we Support*



1 Introduction

Voyage Care and its subsidiaries are committed to respecting the privacy and security of your personal information. This notice explains how we collect and use the personal information we collect about you. This notice explains how we comply with the law on data protection and what your rights are in relation to your personal information.

Voyage Care is the data controller. References to "we", "our" and "us" in this Privacy Notice refer to the relevant Voyage Care group company responsible for providing services and processing your personal information. As the data controller, we are responsible for deciding how and why your personal information is used. We are required under data protection legislation to provide you with the information contained in this Privacy Notice.

This Privacy Notice applies to family members, friends, representatives, next of kin, and other individuals connected to the people we support.

2 Data Protection Principles

The Company will comply with data protection law. This means that the personal information we hold about you must be:

- used lawfully, fairly and in a transparent way;
- collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- relevant to the purposes we have told you about and limited to those purposes only;
- accurate and kept up to date;
- kept only for such time as is necessary for the purposes we have told you about; and
- kept securely.

3 Personal Information

We normally obtain your personal information directly from you. We may also receive information from the person we support, local authorities, healthcare professionals, attorneys, deputies, appointees or other individuals involved in the person's care and support where appropriate.

We may collect, store and use the following categories of personal information about you. Personal data means any information about an individual from which the person can be identified. This includes:

- Contact details such as name, title, address, phone number, email address.
- Relationship to the person we support
- Legal status where applicable (e.g. Attorney, Deputy, Appointee)
- Records of correspondence
- Complaints, compliments and feedback
- Payment details (where relevant)
- Proof of identity such as passport, driving license
- Information related to the family background and history or your connection to the Person We Support which is relevant to their care

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- Other information which you provide to us, which may occasionally include health information where this is relevant to your involvement in supporting the person we support or necessary for safeguarding, health and safety or welfare purposes.

4 Why we use your Personal Information

We process your personal information in order to communicate with you about a person who uses our services.

We process your personal information under one or more of the following lawful bases:

- legitimate interests, including maintaining appropriate communication with family members, friends and representatives, involving relevant individuals in care planning and reviews, and supporting the safe and effective delivery of care;
- compliance with legal obligations, including safeguarding, regulatory and statutory requirements;
- performance of a contract where you are a contracting party or responsible for funding services; and
- protection of vital interests where processing is necessary to protect someone's life or safety in an emergency.

Where we process special category personal data, such as health information, we do so only where an appropriate condition under data protection law applies.

Situations in which we may process your personal information include:

- Communicate about the wellbeing, care and support of the person we support.
- Involve you in reviews, meetings and decision-making, where appropriate.
- Manage emergencies and safeguarding concerns.
- Process payments.
- Respond to enquiries, complaints and feedback.
- Protect the health, safety and welfare of the people we support.

Voyage Care will only use your personal information for the purpose for which it was collected 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 personal information for an unrelated purpose, we will advise you of this and the reason why.

5 Who we share your Personal Information with

Your personal information will be shared within the group companies as appropriate and necessary.

Voyage Care shares your personal information with third parties where required by law, where it is necessary or where we have another legitimate reason for doing so.

Voyage Care may engage trusted third-party service providers to assist with activities such as surveys, communications or other services carried out on our behalf. Where this occurs, those organisations are required to protect your information and may only process it in accordance with our documented instructions and contractual requirements.

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From time to time, we may use your contact details to seek feedback about our services, share relevant service information or invite participation in surveys designed to help improve the quality of care and support we provide.

Voyage Care takes the security of your personal information seriously. We have internal policies and procedures, and controls in place to prevent your information being lost, accidentally destroyed, misused or disclosed, and is only accessible to authorised colleagues and approved third parties who require access in the performance of their duties.

When Voyage Care engages third parties to process your personal information on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of your information.

Where personal information is transferred outside the UK, Voyage Care will ensure appropriate safeguards are in place in accordance with applicable data protection legislation.

6 How long we keep your Personal Information for

Voyage Care will only hold your personal information for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements.

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it. Typically, information relating to family members, friends and representatives will be retained for the same period as the care records of the person we support, namely 8 years after care and support has ended, where it forms part of those records.

It is important to ensure that the personal information we hold about you is accurate and up to-date, and you should let us know if anything changes, for example if you move home or change your phone number or email address. Please contact the relevant service manager if you need to change your personal information.

7 Your rights in relation to your personal information

As a data subject you have a number of rights as set out below:

Right of access	You have the right to obtain confirmation from Voyage Care as to whether or not personal data concerning you is being processed, and, where that is the case, you can request access to that personal data.
Right to rectification	You have the right to ask Voyage Care to correct any inaccurate personal information about you.
Right to erasure (right to be forgotten)	You have the right to ask Voyage Care to delete or stop processing some of your personal information, for example where the data is no longer necessary for the purposes of processing.
Right to object to processing	You have the right to object to Voyage Care processing your personal information for legitimate reasons where you have specific reasons to object to the processing



Right to restriction of processing	You have the right (under certain circumstances) to ask Voyage Care to restrict processing of your personal information. For example, you may request this if you are contesting the accuracy of personal data held about you.
Right to data portability	You have the right (under certain circumstances) to ask Voyage Care to provide you with your personal information in a structured, commonly used and machine-readable format. You also have the right to request that we transmit this data directly to another data controller.
Right to withdraw consent	If the lawful basis for processing is consent, you have the right to withdraw that consent.
Rights in relation to automated decision making and profiling	Voyage Care does not perform any automated decision-making based on personal information that produces legal effects or similarly significantly affects you.

Please note, some of these rights, for example the right to require us to transfer your data to a third party, the right to correct inaccurate information, or the right to be forgotten, may only apply in specific circumstances.

8 Contacting us and Complaints

Voyage Care's Data Protection Officer oversees compliance with this privacy notice. If you wish to exercise any of your rights concerning your personal data, or if you have any questions relating to your rights, please contact the Data Protection Officer via informationsecurity@voyagecare.com

If you are not satisfied with the response you receive or if you believe that Voyage Care has not complied with your data protection rights, you have the right to make a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. We do however, encourage you to contact us in the first instance, to resolve your concerns.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
(t) 0303 123 1113
(e) casework@ico.org.uk

While this privacy notice sets out a general summary of your legal rights in respect of personal information, more information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.



9 Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our services, legal requirements or the way we process personal information. Where we make changes, the latest version will be made available on our website.