

Summary of our Privacy Notice



Who we are

We are an Adult Social Care Provider, specialising in supporting those with Mental Health and Young Onset Dementia.

Our care programmes are at the forefront of healthcare standards and processes for successful treatment of Mental Health issues such as Bipolar (Manic Depression), Drug Dependence, Eating Disorders and Substance Abuse.

Our top quality care homes and supported living locations provide comfortable, safe and secure environments within which the people we support can live with us on their pathway to recovery.

Contact Us

Phone: 0203 582 3240

Web: www.careassist.net



Care Assist Ltd

Summary of our Privacy Policy

This document summarises our Privacy Notice for all existing clients and a link to the complete Privacy Notice is found below.

Who We are

At Care Assist we do all we can to respect your rights to privacy and the protection of your personal information.

We encourage you to read our full Privacy Notice which details how we use your information and your associated rights. Our Privacy Notice may be updated from time to time and we will communicate any changes to you as well as publish the updated notice on our website.

The information we use and where we get it from

We collect and process various categories of personal information, including basic information such as name and contact details.

Most of your information will have been provided by you (or our client), or created through the use of our products and services.

Where permitted by law, we may process information about criminal convictions or offences and alleged offences for specific and limited activities and purposes, such as to perform checks to prevent and detect crime, to comply with laws relating to money laundering, fraud, terrorist financing, bribery and corruption and for international sanctions.



Your Rights

You have certain legal rights to control what we do with your information. These include a right to get access to your personal information; to request us to correct or update incorrect information; to object to or request that we restrict processing your information in certain circumstances; to object to direct marketing; and to receive the personal information you provided in a portable format.

It is important to understand that in some cases, exercising your rights may mean that we are no longer able to provide you with products or services.

If you wish to raise a complaint on how we have handled your personal information you can contact our information office.

We hope that we can address any concerns you may have, but you can always contact the information commissioner's office (ICO)

How we use your information

Care Assist use your information primarily to provide you with products and services, to better understand our clients' need and improve the products and services we offer, and for the day to day running of our business. We also use it to comply with laws and regulations that apply to use and to protect our business, our clients and employees

Sharing your information outside Care Assist

We keep your information confidential and will only share your information outside of Care Assist for the purposes mentioned in our Privacy Notice. This may include sharing with third parties such as service providers and fraud prevention agencies and law enforcement agencies or CQC regulators.

We will only transfer your information where lawfully permitted and in compliance with applicable laws.

Marketing

We will not share your information with third parties for their own Marketing purposes without your permission.

How long we keep your information

We do not keep your information for longer than we need to, unless we are required to keep it longer (for example, due to a regulatory requirements)

Security

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. We may use many tools to make sure that your information remains confidential and accurate and we may monitor or record calls, emails, text messages or other communications in order to protect you and us.

Update to your Agreement/Terms and Conditions

Your client agreement or 'Terms and Conditions', are updated by replacing the current 'Your Information' with the following clauses:

Your information

1. We collect and process various categories of information throughout your relationship with us, to allow us to provide our providers and services and run to our business. This includes basic personal information such as your name and contact details,
2. This section set out how we may share information with Care Assist Ltd.
3. We may update our Privacy Notice from time to time, by communicating such changes to you and /or publishing the updated Privacy Notice on our website.
4. In respect on any personal information relating to a third party that you provide to use, you must:
 - a) Notify the third party that you are providing their personal information to us and obtain their permission:

- b) provide the third party with a copy our Privacy Notice and these Terms:
- c) promptly notify the third part of any changes to our Privacy Notice that we notify you of; and
- d) ensure that, to the best of your knowledge, the personal information is accurate and up to date, and promptly notify us if you become aware that it is incorrect.
5. Your information may be shared with and used by Care Assist Ltd. We will only share your information where it is necessary for us to carry out our lawful business activities, such as assessments or where it is necessary to comply with laws and regulations that apply to us.
6. We will not share information with anyone outside Care Assist Ltd except, where we have permission to;



- a) government entities, tax authorities or regulatory bodies around the world;
- a) With other banks and third parties where required by law to help recover funds that have entered your account as a result of a misdirected payment by such a third party;
- b) with third parties providing services to us, such as market analysis and benchmarking, correspondent banking and agents and sub-contractors acting on our behalf, such as the companies which print our account statements;
- c) with debt collection agencies;
- d) with credit reference and fraud prevention agencies;
- e) with third party guarantors or other companies that provide you with benefit's or services (such as insurance cover) associated with your product or service;
- f) where required for a proposal sale, reorganisation, transfer, financial, arrangement, asset disposal or other transaction relating to our business and/or assets held by our business;
- g) in anonymised form as part of statistics or other aggregated data shared with third parties; or
- h) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above

7. If you ask us to, we will share information with any third party that provides you with third party that provides you with account information or payment services. If you ask a third party provider to provide you with account information or payment services., you are allowing that third party to access information relating to your account. We are not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide you.
8. In the event that any additional authorised users are added to your account, we may share information about the use of the account by any authorised user with all other authorised user.
9. We will not share your information with third parties for their own marketing purposed without your permission.
10. We may transfer your information to organisation in other countries (including to other Care Assist companies) on the basis that anyone to whom we pass it protects it in the same way we would in accordance with applicable laws.