

Privacy Policy

Effective Date: 1st August 2025

Welcome to Leah Homecare Ltd. We are committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store and protect your personal data.

Who We Are

Leah Homecare Ltd

Company Number: 13608150

Registered Address: 23 Ramsey Close, Heybridge, Maldon, Essex, CM9 4YZ

Email: leahhomecare@outlook.com

Phone: 07761311089

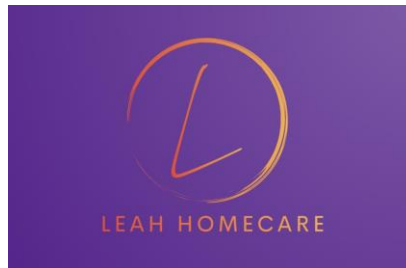
Data Controller: Leah Foss at Leah Homecare Ltd

What Information We Collect

We may collect and process the following categories of personal data:

Clients & Service Users

- Full name, date of birth, and contact details
- Emergency contact and next of kin
- Medical history, care plans, and risk assessments
- Health and social care records



- Financial and payment information (where applicable)

Staff and Job Applicants

- Name, address, contact details, and date of birth
- Employment history, qualifications, and references
- Criminal records check (DBS)
- Right to work documentation
- Bank details and payroll information

Website Visitors

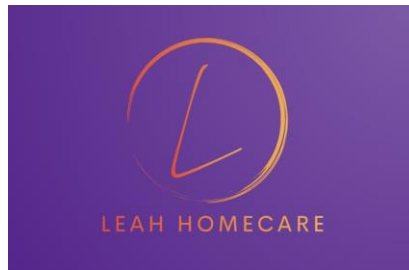
- IP address and browser information
- Contact form submissions (name, email, phone number)

How We Use Your Information

We use your information to:

- Deliver safe, effective, and personalised care
- Comply with legal and regulatory obligations (e.g. CQC)
- Manage our workforce and HR functions
- Respond to enquiries and provide customer support
- Improve our website and services

We will always ensure we have a lawful basis for processing your data, such as consent, legal obligation, contract, or legitimate interest.



Sharing Your Data

We may share personal data with:

- Care staff and healthcare professionals (as necessary for care delivery)
- Regulatory authorities (e.g. Care Quality Commission, local authority, safeguarding boards)
- HMRC and payroll providers (for staff data)
- IT and software providers (e.g. care management platforms, email systems)

We will never sell or rent your data to third parties.

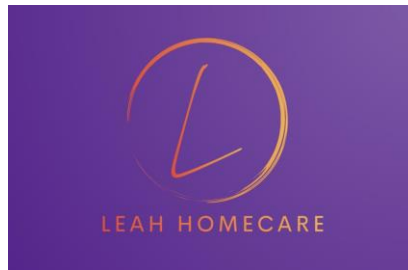
How We Store Your Information

Your data is stored securely in electronic and/or paper format. We take appropriate technical and organisational measures to protect your information from unauthorised access, loss, or misuse.

All digital data is stored on secure, password-protected systems. Paper records are stored in locked cabinets with limited access.

How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes we collected it, or as required by law. For example:



- Client records: kept for 8 years after the end of care
- Staff records: kept for 6 years after employment ends
- Enquiries: kept for up to 12 months

Your Rights

Under data protection law, you have the right to:

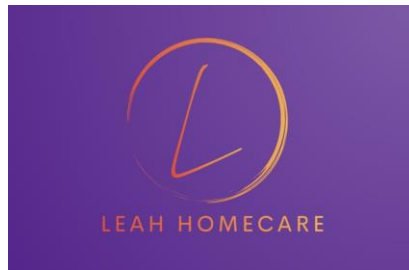
- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion (where applicable)
- Object to or restrict processing in certain situations
- Withdraw consent (where consent is the basis for processing)
- Lodge a complaint with the Information Commissioner's Office (ICO)

You can contact us at any time to exercise your rights.

Cookies and Website Use

Our website may use cookies to enhance your experience and gather anonymous analytics data. You can choose to disable cookies in your browser settings.

Changes To This Policy



We may update this Privacy Policy from time to time. Any significant changes will be posted on our website and, where appropriate, notified to you by email.

Last updated: 1st August 2025

Contact Us

If you have any questions or concerns about this policy or how we handle your data, please contact:

Data Protection Officer
Leah Homecare Ltd
Leahhomecare@outlook.com