**Privacy Notice**

**CareFirst Connections Limited**

1. **Introduction**

**CareFirst Connections Limited** ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and protect your personal data in accordance with the **General Data Protection Regulation** (GDPR) and the **Care Quality Commission** (CQC) standards.

1. **Information We Collect**

We may collect and process the following data about you:

* + Personal Information:
    - Name
    - Address
    - Date of birth
    - Gender
    - Contact details (phone number, email address)
  + Health Information:
    - Medical conditions
    - Care requirements
    - Medication details
    - GP details.
  + Emergency Contact Information: Name, relationship, contact details of next of kin.
  + Professional Information: Qualifications, experience, references (for carers).

1. **How We Use Your Information**

We use your personal data to:

* + Provide and manage care services
  + Assist clients find suitable carers
  + Maintain accurate and up-to-date records
  + Comply with legal and regulatory requirements
  + Communicate with you regarding our services.

1. **Legal Basis for Processing**

We process your personal data based on the following legal grounds:

* + **Consent**: You have given clear consent for us to process your personal data for specific purposes
  + **Contract**: Processing is necessary for the performance of a contract with you
  + **Legal Obligation**: Processing is necessary for compliance with a legal obligation
  + **Legitimate Interests**: Processing is necessary for our legitimate interests, provided your interests and fundamental rights do not override those interests.

1. **Data Sharing**

We may share your personal data with:

* Healthcare professionals involved in your car
* Regulatory bodies such as the CQC
* Third-party service providers who assist us in delivering our services.

1. **Data Security**

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction.

1. **Your Rights**

You have the following rights regarding your personal data:

* **Access**: You can request access to the personal data we hold about you
* **Rectification**: You can request correction of inaccurate or incomplete data
* **Erasure**: You can request deletion of your personal data under certain conditions
* **Restriction**: You can request restriction of processing under certain conditions
* **Data Portability**: You can request transfer of your data to another organisation
* **Objection**: You can object to the processing of your personal data under certain conditions.

1. **Contact Us**

If you have any questions or concerns about this Privacy Notice or our data practices, please contact us at:

* + Email: [info@carefirstconnections.org](mailto:info@carefirstconnections.org)
  + Phone: +44 0330 633 2001
  + Address: CareFirst Connections, 71-75 Shelton Street, Covent Garden, London, United Kingdom WC2H 9JQ

1. **Changes to This Privacy Notice**

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