**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
	+ 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.