



Jemma Louise Care At Home Ltd

Built with families  
Provided by passionate, professional carers

## Privacy Notice: Jemma Louise Care At Home Ltd

### 1. Who We Are

Jemma Louise Care At Home Ltd is the "Data Controller" for your personal information.

- **Registered Office:** Hat Works Business Centre, 51 Stockport Rd, Denton, Manchester, M34 6NB.
- **Business Address:** Hat Works Business Centre, 51 Stockport Rd, Denton, Manchester, M34 6NB.
- **Contact:** support@jemmalouisecareathome.co.uk | 07954 686186.

### 2. The Information We Collect

To provide safe, person-centred care, we collect:

- **Basic Details:** Name, address, date of birth, and next of kin contact info.
- **Health & Care Data:** Medical history, care needs, medication records, and specialist dementia support requirements.
- **Financial Info:** Invoicing details for private care arrangements.

### 3. Why We Need Your Data (Lawful Basis)

Under UK GDPR, we process your data because:

- **Contract:** To fulfil our agreement to provide you with care services.
- **Legal Obligation:** To meet CQC regulatory standards and health and safety laws.
- **Vital Interests:** To protect your life in emergency medical situations.
- **Special Category Data:** We process health data under Article 9(2)(h) for the provision of social care.

### 4. How We Share Your Information

We only share data on a "need-to-know" basis with:



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- **Healthcare Professionals:** Your GP, district nurses, or hospital staff involved in your care.
- **Regulators:** The [Care Quality Commission \(CQC\)](#) or local safeguarding authorities if required by law.
- **Emergency Services:** If there is an immediate risk to your health.

## 5. How Long We Keep Your Data

We retain care records for a minimum of **6 years** after our service ends, as required by UK health and social care regulations.

## 6. Your Rights

You have the right to:

- **Access** a copy of your personal records.
- **Rectify** any inaccurate information.
- **Request Erasure** (though this may be limited by our legal duty to keep care records).
- **Complain** to the [Information Commissioner's Office \(ICO\)](#) if you are unhappy with how we handle your data.