TCM CARE SERVICES
We Thrive to Provide Care

Privacy Notice
Last updated: October, 2024

Introduction
TCM Care Services (referred to as "we," "our," or "us") is committed to respecting and protecting the privacy of all individuals who interact with our services. This Privacy Notice outlines how we collect, use, and protect personal information in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act.

1. What Information We Collect
We may collect and process the following types of personal data:

- **Personal Identification Details**: Name, date of birth, contact details (such as phone number, email, and address).
- **Health and Care Information**: Medical history, treatment plans, medication records, and other relevant health data.
- **Employment Data**: For staff, this includes employment history, training records, qualifications, and performance assessments.
- **Other Information**: Feedback, complaints, and information required for safeguarding purposes.

2. How We Use Your Information
We collect personal data to:

- Provide high-quality care services in accordance with legal and regulatory standards.
- Ensure appropriate care and support for our clients.
- Communicate with individuals and their representatives regarding their care.
- Fulfill employment obligations and support staff training and development.
- Comply with regulatory requirements, including the Care Quality Commission (CQC) Ofsted standards.

3. Lawful Basis for Processing
We process personal data based on one or more of the following lawful bases:

- **Consent**: When explicit consent is provided by the individual (or their representative) for specific uses of their data.
- **Contract**: For processing necessary to fulfill our contract with clients or staff.
- **Legal Obligation**: To comply with legal and regulatory obligations, particularly concerning health and safety, and safeguarding.
- **Legitimate Interests**: When processing is required for legitimate interests, provided this does not override the rights and freedoms of individuals.

4. How We Share Your Information
We may share your information with:

- **Healthcare Providers**: Relevant health professionals or agencies directly involved in your care.
- **Regulatory Bodies**: To comply with legal obligations, such as CQC, OFSTED requirements.
- **Legal and Governmental Authorities**: When required by law, for safeguarding, or to protect the rights of our clients, staff, or the public.
- **Third-party Service Providers**: Carefully vetted providers who assist us in delivering our services (e.g., IT services), under strict data protection terms.

5. Data Security
We implement strict security measures to protect personal data from unauthorised access, alteration, or disclosure. Our data security measures include staff training, secure storage facilities, and regular audits to ensure compliance with data protection standards.

6. Data Retention
Personal data is retained only for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Upon the conclusion of this period, data will be securely deleted or anonymised.

7. Your Rights
You have rights under data protection law, including:

- The right to access, correct, or request deletion of your personal information.
- The right to restrict or object to certain data processing activities.
- The right to withdraw consent (where consent is the basis for processing).
- The right to lodge a complaint with the Information Commissioner's Office (ICO).

8. Contact us
For any questions or concerns regarding your personal data, or to exercise your rights, please contact us at:

Data Protection Officer
TCM Care Services Ltd
246-250 Citygate House, Romford Road, London E7 9HZ
Email: info@tcmcareservices.com
Phone: 07920125811

This Privacy Notice is displayed at our head office and on our website for transparency and accessibility. We may update this notice periodically to reflect changes in our practices or legal requirements. Please check back regularly for the latest information.