



## Data Protection and GDPR Compliance Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure CARERS' HANDS H C A LTD complies with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018, safeguarding personal data through lawful, fair, and secure practices.

### 2. Scope

This policy applies to all personal data held and processed by the company in relation to service users, staff, contractors, and stakeholders.

### 3. Policy Statement

We are committed to protecting personal data and maintaining the trust of those we support. All data is collected, used, stored, and shared in accordance with legal obligations and ethical standards.

### 4. Legal Framework

- UK GDPR
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information Act 2000 (where applicable)



## 5. Data Protection Principles

We ensure that personal data is:

- Processed lawfully, fairly, and transparently
- Collected for specific, explicit purposes
- Accurate and up-to-date
- Kept securely and only as long as necessary
- Subject to data subject rights

## 6. Lawful Basis for Processing

- Consent
- Contractual obligation
- Legal obligation
- Vital interests
- Legitimate interest
- Public task (for regulatory reporting)

## 7. Data Subject Rights

- Right to access and rectify data
- Right to erasure (where applicable)
- Right to restrict or object to processing
- Right to data portability
- Right to complain to the ICO

## 8. Data Security and Storage

- Secure digital and physical storage
- Password protection and access controls
- Use of encrypted systems where possible
- Staff are trained in data protection and confidentiality

## 9. Sharing and Transfers

- Only share data when legally justified and necessary



- Obtain consent when required
- Contracts in place with third-party data processors

## 10. Breaches and Reporting

- All staff must report data breaches immediately to the Registered Manager
- Serious breaches are reported to the ICO within 72 hours
- Incident logs are maintained

## 11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

📞 **Call the Office:** 07535 8524917

✉️ **Email:** [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

## Signature and Declaration

Signed:

Chanyuka Dhlakama

**Designation:** Registered Manager

**Date:** 01/06/2025



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Next Review Due: 01/06/2026