

Service User Privacy Notice

How we collect, use, and protect the personal information of the people we care for and support

Glitz Care 4UT Ltd (Company Number 15229070), registered at Suite 26, The Colbalt Building, 1600 Eureka Park, Ashford, Kent, England, TN25 4BF, is the data controller for the personal information described in this notice, for the purposes of UK GDPR and the Data Protection Act 2018.

This notice explains how we collect, use, share, and protect the personal information of the people we provide care and support to. It also applies to the family members, next of kin, emergency contacts, and legal representatives whose details we hold in connection with delivering that care. It sits alongside, and does not replace, our website Privacy Policy, which covers visitors to our website.

1. The Information We Collect

To provide safe and effective care, we collect and hold the following categories of personal information:

- **Identity and contact details:** name, date of birth, address, telephone number, email address, and NHS number where applicable.
- **Next of kin and representatives:** names and contact details of family members, emergency contacts, advocates, attorneys, and deputies.
- **Health and care information (special category data):** physical and mental health conditions, disabilities, medication and medication administration records, care and support needs, care plans, risk assessments, daily notes, and incident and accident records.
- **Other special category and sensitive information:** where relevant to your care, this may include racial or ethnic origin, religious or philosophical beliefs, and information about your sexual orientation, recorded only where it is necessary to provide culturally appropriate and person-centred support.
- **Financial information:** where you fund your own care or contribute to its cost, including invoicing and payment details.
- **Records of the care we deliver:** visit logs, tasks completed, communications with health and social care professionals, and quality and monitoring records.

2. How We Collect Your Information

We collect information directly from you wherever possible. We also receive information from:

- Your family members, next of kin, or legal representatives.
- Local authorities and NHS bodies that commission or refer your care.
- GPs, hospitals, community health teams, social workers, and other health and social care professionals involved in your care.
- Previous care providers, where care is being transferred to us.

3. Our Lawful Bases for Using Your Information

Under UK GDPR we must have a lawful basis for processing your personal information. For general personal information (Article 6) we rely on:

- **Contract (Article 6(1)(b)):** to deliver the care and support we have agreed to provide.
- **Legal obligation (Article 6(1)(c)):** to meet our legal and regulatory duties.
- **Public task (Article 6(1)(e)):** where your care is commissioned by a local authority or the NHS.
- **Vital interests (Article 6(1)(d)):** to protect your life or someone else's in an emergency.
- **Legitimate interests (Article 6(1)(f)):** to run our service safely and efficiently, where this does not override your rights.

Because health and care information is special category data, we also rely on a condition under Article 9. Our primary conditions are:

- **Provision of health and social care (Article 9(2)(h))**, together with Schedule 1, Part 1, paragraph 2 of the Data Protection Act 2018. This is our main basis for delivering care.
- **Substantial public interest for safeguarding (Article 9(2)(g))**, together with Schedule 1, Part 2, paragraph 18 of the Data Protection Act 2018, where we act to protect children or adults at risk of harm.
- **Vital interests (Article 9(2)(c))** in an emergency where you are unable to give consent.

Where we ask for your explicit consent for a specific purpose, we rely on Article 9(2)(a). You can withdraw that consent at any time, and doing so will not affect the care we are legally or contractually required to provide.

4. How We Use Your Information

We use your information to:

- Assess your needs and create, review, and update your care and support plan.
- Deliver your care safely, including administering and recording medication.
- Protect you and others from harm and meet our safeguarding responsibilities.
- Communicate with health and social care professionals involved in your care.
- Respond to emergencies and contact your next of kin or representatives.
- Manage invoicing, payments, and funding arrangements.
- Handle complaints, incidents, and feedback, and improve the quality of our service.
- Meet our regulatory, legal, and contractual obligations, including to our commissioners and, once our registration is in place, the Care Quality Commission (CQC).

5. Who We Share Your Information With

We only share your information where it is necessary and lawful to do so. We may share it with:

- Local authorities and NHS commissioners responsible for your care.
- GPs, hospitals, community health teams, pharmacies, and other health and social care professionals.
- Emergency services, where needed to protect your safety.
- Safeguarding authorities, where we have a duty to raise a concern.

- The Care Quality Commission (CQC), once our registration is in place, and other regulators, where we are required to share information.
- Your family members, advocates, and legal representatives, where you have agreed or where they have appropriate authority to act on your behalf.
- Our care management software provider and other trusted processors, who act only on our instructions under a written contract.
- Our professional advisers and insurers, where necessary and in confidence.

We do not sell, rent, or trade your personal information, and we do not use it for marketing without your explicit consent.

6. Additional Safeguards for Sensitive Information

Where we rely on the substantial public interest and social care conditions in Schedule 1 of the Data Protection Act 2018, we maintain an Appropriate Policy Document that sets out how we comply with the data protection principles and our retention and erasure practices for this information. A copy is available on request.

7. How Long We Keep Your Information

We keep your information only for as long as necessary, in line with the NHS Records Management Code of Practice 2021 and the terms of any commissioning contract. As a general guide:

- Adult social care records are usually retained for 8 years after your care with us ends, or after death.
- Records relating to children and young people are usually retained until the person's 25th birthday (or 26th if they were 17 when the record ended), or for 8 years after death where the person died before turning 18.
- Financial records are retained for 6 years plus the current year, in line with HMRC requirements.

Once information is no longer required, it is securely destroyed, including from backups and archives.

8. How We Protect Your Information

- Your information is stored securely and is only accessible to authorised staff who need it to deliver your care.
- We use encryption, access controls, secure systems, and staff confidentiality and data protection training.
- Your data is hosted within the UK or EU. Where a provider processes data outside the UK, we ensure appropriate safeguards, such as Standard Contractual Clauses, are in place.
- We have procedures to detect, report, and investigate personal data breaches.

9. Your Rights

Under UK GDPR you have the right to:

- Be informed about how we use your information, as set out in this notice.
- Access the personal information we hold about you.
- Request correction of information that is inaccurate or incomplete.
- Request erasure of your information, where we are not legally or contractually required to keep it.
- Restrict or object to our use of your information in certain circumstances.

- Withdraw consent, where our processing is based on your consent.
- Lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

Please note that some rights, including the right to erasure and the right to object, are limited where we have a legal duty to retain care records or where retention is necessary for safeguarding or the delivery of care.

10. Mental Capacity and Representatives

Where you cannot understand this notice or make decisions about your information, we act in your best interests under the Mental Capacity Act 2005. We will involve your legal representatives, such as an attorney under a Lasting Power of Attorney or a court-appointed deputy, together with your family and any advocate, as appropriate.

11. Automated Decision-Making

We do not make decisions about your care using solely automated processing. All care decisions involve trained staff.

12. Contact Us and How to Complain

If you have any questions about this notice, wish to exercise your rights, or want to raise a concern about how we handle your information, please contact our Data Protection Lead:

Glitz Care 4UT Ltd

Email: info@glitzcare4ut.com

Address: Suite 26, The Colbalt Building, 1600 Eureka Park, Ashford, Kent, England, TN25 4BF

Website: <https://glitzcare4ut.com>

If you are not satisfied with our response, you have the right to complain to the ICO using the contact details above.

13. Changes to This Notice

This notice was last updated on 07/07/2026. We review it regularly and will publish any updates here, notifying you directly where the change is significant.