



ENABLING CARE FOR YOU LTD

— With You Through Life's Journey —

01732 240794

www.ecfy.co.uk

Privacy Policy

Effective Date: 3 March 2026

1. Introduction

This Privacy Policy explains how ECFY ("the Service") collects, uses, stores and protects personal information when you visit our website, make an enquiry, receive care from us, work for us, or apply for a role.

We are committed to protecting the confidentiality, dignity and rights of every client, family member, staff member and website visitor. As a regulated care provider, we operate in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and Care Quality Commission (CQC) fundamental standards.

We treat personal information with the same seriousness as we treat care properly, lawfully and with respect.

2. Data Controller Details

Mrs Philippa L. Potter
Director & Registered Manager
ECFY
The Hoppers
Goblands Farm Business Centre
Hadlow
Kent
TN11 0LT
Telephone: 01732 240794
Website: www.ecfy.co.uk

The Service is the Data Controller for the purposes of data protection law.

3. The Types of Information We Collect

A. Website Enquiries

- Name
- Telephone number
- Email address
- Information included in contact forms or emails
- IP address and browsing data

B. Client and Family Information

Where care is provided, we may process:

- Full name, address, date of birth
- NHS number
- GP and healthcare professional details
- Next of kin details
- Medical history and diagnoses
- Medication information
- Risk assessments and care plans
- Safeguarding information
- Funding information (including CHC, NHS, private arrangements)
- Communication preferences

This includes special category data (health information), which we process under lawful bases relating to health and social care provision.

C. Staff and Applicant Information

- Contact details
- Employment history
- Qualifications and training records
- DBS and right to work documentation
- References
- Payroll and pension details
- Supervision and appraisal records
- Disciplinary or capability records where applicable

4. How We Use Personal Information

We use personal data to:

- Respond to website enquiries
- Assess and deliver safe, person-centred care
- Communicate with families and professionals
- Liaise with NHS, GPs, hospitals and commissioners
- Maintain accurate care records
- Comply with safeguarding obligations

- Manage recruitment and employment
- Meet CQC, legal and regulatory requirements
- Improve the quality and safety of our service

We only use personal data where we have a lawful basis, including:

- Performance of a contract
- Legal obligation
- Vital interests
- Provision of health and social care
- Legitimate interests
- Consent (where appropriate)

5. Clinical and Care Record Systems

To ensure accurate, real-time and safe care delivery, we use secure digital systems including:

- PASS (by everyLIFE) for electronic care planning and daily records
- GP Connect for authorised access to relevant medical information and medicines
- People HR for staff records
- Secure Microsoft systems for internal management documentation

Access to these systems is role-based and restricted. Staff receive data protection and confidentiality training as part of induction and ongoing compliance requirements.

6. Sharing Information

We do not sell or trade personal information.

We may share information with:

- GPs and community healthcare teams
- NHS Trusts and hospital discharge teams
- Clinical Commissioning / Integrated Care Boards
- Continuing Healthcare (CHC) teams
- Safeguarding authorities
- The Care Quality Commission (CQC)
- Payroll providers and HR systems
- IT and secure data hosting providers

Information is shared strictly on a need-to-know basis and only where lawful and necessary.

7. Data Security and Confidentiality

We implement robust technical and organisational measures, including:

- Encrypted digital systems
- Password-protected devices
- Secure cloud-based care management systems
- Restricted staff access controls
- Regular staff training
- Confidentiality agreements
- Secure disposal of paper records
- Cyber Essentials certification to demonstrate protection against common cyber threats

We are Cyber Essentials verified, reflecting our commitment to maintaining appropriate cybersecurity controls and protecting sensitive health and employment data from external threats.

As a regulated provider, confidentiality and data accuracy form part of our governance framework and are monitored through audits, spot checks and supervision.

8. Data Retention

We retain records in accordance with:

- NHS Records Management Code of Practice
- CQC guidance
- Employment law requirements

Care records are retained for the legally required period after the end of care. Staff records are retained in line with statutory employment timeframes. When no longer required, data is securely destroyed or anonymised.

9. Cookies Policy

Our website uses cookies to ensure it functions properly and to help us understand how visitors use it.

What Are Cookies?

Cookies are small text files stored on your device when you visit a website.

Types of Cookies We May Use

1. Essential Cookies

These are required for the website to function. Without them, the site may not operate correctly.

2. Performance and Analytics Cookies

These help us understand how visitors use our website (for example, which pages are visited most often). This information is anonymised and used to improve user experience.

3. Functionality Cookies

These remember preferences such as form inputs or settings.

We do not use cookies to collect sensitive health data.

Managing Cookies

You can control or delete cookies via your browser settings. Most browsers allow you to:

- View stored cookies
- Delete cookies
- Block cookies entirely

Please note that disabling certain cookies may affect website functionality.

10. Your Rights

Under UK data protection law, individuals have the right to:

- Access their personal data
- Correct inaccurate information
- Request erasure (where applicable)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent (where applicable)

Requests should be made in writing to the Registered Manager. We respond within statutory timeframes.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your data has been handled improperly.

11. Regulatory Accountability

As a CQC-regulated provider, we maintain clear governance structures to ensure:

- Confidential handling of information

- Accurate record-keeping
- Timely updates to care plans
- Safe information sharing
- Protection of vulnerable adults

Data protection is embedded within our quality assurance systems and leadership oversight.

12. Updates to This Policy

We may update this Privacy Policy periodically. The most recent version will always be available on our website.

Separate Privacy Notice for Staff and Job Applicants

1. Purpose

This section explains how we process personal data relating to employees, workers and applicants.

2. Recruitment

During recruitment we collect:

- CVs and application forms
- Interview notes
- References
- DBS information
- Proof of right to work

Unsuccessful applicant data is retained only for a limited period unless consent is given to retain it longer.

3. Employment Records

During employment we process data to:

- Pay salary and pensions
- Manage rotas and training
- Monitor compliance and competency
- Conduct supervision and appraisal
- Meet CQC and safeguarding standards

Certain information (for example, health declarations) may be processed to ensure fitness to work and protect vulnerable clients.

4. Monitoring and Compliance

As a care provider, we are required to maintain clear records of:

- Training completion
- Spot checks
- Medication competency
- Safeguarding training
- Induction completion

This monitoring is necessary to meet regulatory standards and protect clients.



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