

Privacy Notice – North London Homecare and Support Ltd. RE Supply of Care Services

Last updated: January 2026

We want you to understand how we use your personal information when we provide care and support services. This notice explains:

- What information we collect about you
- Why we collect it and how we use it
- Who we share it with
- Your rights and how to contact us

Who We Are

We are **North London Homecare and Support Ltd.** We provide care and support services and need some personal information to do this properly and safely. We are responsible for keeping your information safe and using it lawfully under UK data protection laws.

What Information We Collect

We collect information such as:

- Your name, address, date of birth, phone number, email, and emergency contacts
- Health details (medical conditions, allergies, care needs)
- Lifestyle preferences (likes, dislikes, religious or cultural needs)
- Payment details if you pay for services

We may also get information from:

- Your GP or other health professionals
- Local authorities or public bodies
- Your family or representatives

Why We Collect Your Information

We use your information to:

- Create and update your care plan
- Communicate with you and your representatives
- Make sure your care meets your needs
- Invoice you for services
- Carry out quality checks and improve our service

If you don't provide certain information (like health details), we may not be able to provide care.

Who We Share Your Information With

We share your information only, when necessary, for example:

- With health professionals (like your GP) to plan your care
- With public bodies if required by law
- With credit agencies if you pay for services

We never sell your information.

How Long We Keep Your Information

- Care records: **30 years**

- Feedback records: **1 year**

Your Rights

You have rights under UK GDPR, including:

- See the information we hold about you
- Ask us to correct mistakes
- Ask us to delete your information (unless we need it for legal reasons)
- Limit or object to how we use your information
- Get a copy of your data in a usable format

For full details, visit the ICO website: <https://ico.org.uk/concerns>

How to Contact Us

If you have questions or want to use your rights:

- Email: info@nlhs.co.uk
- Call: **0208 443 3380**
- Write: Catherine McBride, Managing Director
Unit 44, 26–28 Queensway, Ponders End, Enfield, EN3 4SA

We may ask for proof of identity to protect your privacy.

Keeping Your Information Safe

We use security measures to protect your data and limit access to those who need it. If there's a data breach, we'll tell you and the regulator if required.

Complaints

If you're unhappy with how we use your data, you can complain to the **Information Commissioner's Office**: <https://ico.org.uk/concerns> or call **0303 123 1113**.

Need This in Another Format?

We can provide this notice in large print, audio, or braille. Please ask.