

Privacy Policy

This is the privacy notice of Peasmarsh Place Care Home – owned and operated by Peasmarsh Place (Country Care) Ltd

Peasmarsh Place Care Home is registered with the Care Quality Commission to provide personal care without nursing needs to residents who reside within the home.

Our website and databases are regularly checked by experts to ensure they meet all privacy standards and comply with our general data protection security and protection policies.

Aims of This Notice

Peasmarsh Place (Country Care) Ltd is required by law to tell you about your rights and our obligations regarding our collecting and processing any of your personal information, which you might provide to us. We have a range of policies and procedures to ensure that any personal information you supply is only with your active consent and will always be held securely and treated confidentially in line with the applicable regulations. We have listed the relevant documents in a later section and can make any of this available.

What Personal Information We Collect About Service Users

As a registered care provider, we must collect some personal information on our service users, including financial information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies. Personal Information that becomes inactive, e.g. from enquiries or prospective users who do not enter the service is also kept securely for as long as it is needed, before being safely disposed.

How We Collect Information

The bulk of service users' personal information is collected directly from them or through form filling, mainly manually, but also electronically for some purposes, e.g. when contacting the service via its website.

We might continue to build on information provided on enquiry and referral forms and for example, from needs assessments, which feed into care and support plans.

What we do with Personal Information

All personal information obtained on service users is used only to ensure that we provide a service, which is consistent with our purpose of providing a person-centred care service, which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

How we Keep your Information Safe

As already stated, the service has a range of policies that enable us to comply with all data protection requirements. Foremost are:

- Complaints
- Computer Security
- Confidentiality of Service Users Information
- Consent to Care and Treatment
- Data Protection – GDPR
- Record Keeping
- Information Governance under the General Data Protection Regulation
- Protecting Personal Data under the General Data Protection Regulation
- Service Users Access to Records
- Sharing Information with other Providers

With Whom we Might Share Information

We only share the personal information of service users with their consent on a “need to know” basis, observing strict protocols in doing so. Most information sharing of service users’ information is with other professionals and agencies involved with care and treatment.

The only exceptions to this general rule would be where we are required by law to provide information e.g. to help with a criminal investigation. Even when seeking to notify the local authority of a safeguarding matter or the Care Quality Commission of an incident that requires us to notify it, we would ensure that the information provided is treated in confidence.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

How Long we Keep Information

There are strict protocols in place that determines how long the company will keep the information, which are in line with the relevant legislation and regulations.

How we Keep our Privacy Policies up to Date

The individuals who are appointed to control and process personal information in our company are delegated to assess all privacy risks continuously and to carry out comprehensive reviews of our data protection policies, procedures and protocols at least annually.

Our Registered Office is at:

Ray Estate Office, Lynnheads Barn, West Woodburn, Hexham, England, NE48 2TE

Registered number is **01787518**

Usage of this website

By using this website you agree to be bound by these Conditions of Use which are governed by and will be interpreted in accordance with English Courts. We reserve the right, at any time and without notice to revise these Conditions of Use. Any changes will be posted on this website and your continued use of the website will signify your agreement to the revisions. By using the website you agree to the use of any personal data that Peasmarsh Place (Country Care) Ltd may hold in accordance with the privacy statement.

The content of this website is for general information only and does not constitute advice or opinion. Whilst we take care to ensure that the information, we give is accurate, we do not, in any way, warrant or guarantee its accuracy or completeness. Your use of the content, for whatever purpose, is at your sole risk. You must seek specific advice in relation to your own needs. You may not, without prior written consent from us, create a link to this website from any other website.

Cookies

We want your experience of using our website to be easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies.

These pieces of information are used to improve services for you through, for example:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- recognising that you may already have given a username and password so you don't need to do it for every web page requested
- measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

You can manage these small files yourself and learn more about them through [Internet browser cookies - what they are and how to manage them](#)

Our use of cookies

Learn how to [remove cookies set on your device](#)

There are two types of cookie you may encounter when using our website:

First party cookies: these are our own cookies, controlled by us and used to provide information about usage of our site.

Third party cookies: these are cookies found in other companies' internet tools which we are using to enhance our site, for example Facebook, Twitter and Google have their own cookies, which are controlled by them.