AMI Homecare Ltd

Privacy Notice for Service Users

How we collect, use and protect your personal information

Document details	
Organisation	Ami Home Care Limited
Companies House No.	10744689
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1. About This Notice

This Privacy Notice explains how Ami Home Care Limited collects, uses, stores, and protects your personal information as a service user. We are committed to handling your information with care, in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this notice carefully. If you have any questions, please contact our Data Protection Lead using the details in the table above.

2. Who We Are

Ami Home Care Limited is a registered domiciliary care provider regulated by the Care Quality Commission (CQC). We deliver personal care and support to adults in their own homes in the London Borough of Hounslow and surrounding areas.

We act as a data controller in respect of your personal information. This means we decide how and why your information is used. Where we share your information with other organisations involved in your care (such as the London Borough of Hounslow or your GP), they will also act as data controllers in their own right.

3. What Information We Collect About You

We collect and hold the following categories of personal information about you:

Personal and contact information:

- Full name, date of birth and address
- Telephone number(s) and emergency contact details
- Next of kin name and contact details
- GP name, surgery address and contact details

Care and health information:

- Care needs assessment and care plan
- Medical conditions, diagnoses and health history relevant to your care
- Medication records and medication administration records (MARs)
- Mental capacity assessments where applicable
- Risk assessments, including moving and handling, falls and environmental risk
- Daily care notes and visit records
- Incident and accident records
- Communication preferences and advance care planning wishes

Financial and administrative information:

- Commissioning authority reference number (London Borough of Hounslow)
- Service user agreement and contract details

Special category data:

Some of the information we hold about you is classed as 'special category' data under UK GDPR because it is particularly sensitive. This includes health data, information about mental capacity, and details about racial or ethnic origin where relevant to your care preferences. We take additional care to protect this type of information.

4. Why We Use Your Information and Our Legal Basis

We use your personal information only where we have a lawful basis to do so. The main reasons we use your information are:

Purpose	Lawful Basis
Delivering your care — planning, scheduling and recording visits	Performance of a contract (Article 6(1)(b)) and processing necessary for health or social care (Article 9(2)(h))
Communicating with you and your emergency contacts about your care	Legitimate interests/performance of contract
Sharing your care information with health and social care professionals involved in your care (GP, district nurse, hospital discharge team, ICB)	Health or social care purposes (Article 9(2)(h)); vital interests where required
Providing information to the London Borough of Hounslow as the commissioning authority	Legal obligation (Article 6(1)(c)) and public task

Reporting safeguarding concerns to the local authority or CQC	Legal obligation and vital interests (Article 6(1)(c) and 6(1)(d))
Recording and investigating incidents and accidents	Legal obligation and legitimate interests
Completing regulatory submissions (CQC notifications, NHS Capacity Tracker, DSP Toolkit)	Legal obligation
Carrying out quality audits and contract monitoring	Legitimate interests and public task

5. How Long We Keep Your Information

We keep your personal information for as long as necessary to deliver your care and to meet our legal obligations. Our retention periods are set out in our Records Management Policy and align with the ICO Records Retention Schedule and NHS guidelines.

As a general guide:

- Care records and care plans: 8 years after the end of care (or until age 25 if you were under 18 when care began, whichever is longer)
- Medication administration records: 8 years
- Incident and accident records: 10 years
- Financial and contractual records: 7 years after the end of the agreement

After the retention period has passed, your records are securely deleted or confidentially shredded.

6. Who We Share Your Information With

We will only share your personal information where it is necessary, lawful and proportionate. We may share your information with:

- London Borough of Hounslow — as the commissioning authority responsible for your care package, under our contract and data sharing agreement
- Your GP, district nurse, community nursing team and other NHS health professionals involved in your care
- The West and North London Integrated Care Board (ICB) where required for integrated care purposes
- Pharmacists where we manage or support medication administration
- Hospital discharge teams where you are being discharged from or admitted to the hospital
- The Care Quality Commission (CQC), where required by law (notifiable incidents, inspections)
- Our Digital Social Care Records system provider (Access Group) — as a data processor under a signed Data Processing Agreement
- Our electronic call monitoring system provider (CM2000/Proactis) — as a data processor under a signed Data Processing Agreement

We do not sell your personal information to any third party. We do not transfer your information outside the United Kingdom or the European Union.

7. Keeping Your Information Secure

We take the security of your personal information seriously. The measures we have in place include:

- All electronic care records are stored in our NHS-approved Digital Social Care Records system with role-based access controls — only staff with a need to access your records can do so
- Company devices are password-protected and encrypted where available, with access managed through our ICT support arrangements
- Multi-factor authentication is used for remote and mobile access, which is supported by our systems
- Data in transit is protected using secure connections within our approved care, ECM and communication systems
- Paper records are kept securely and disposed of by confidential cross-cut shredding
- Staff receive annual training in data protection and information security
- We carry out annual information security reviews and obtain evidence of relevant security testing from our ICT and system providers where required

If we become aware of a data breach that is likely to put your rights and freedoms at risk, we will notify the Information Commissioner's Office (ICO) within 72 hours and inform you without undue delay.

We also maintain a Data Breach Procedure and breach log. All actual or suspected breaches are recorded, risk assessed and investigated, with corrective action taken to prevent recurrence.

8. Your Rights Under UK GDPR

You have the following rights in relation to your personal information. To exercise any of these rights, please contact our Data Protection Lead.

Your Right	What It Means
Right of access (Subject Access Request)	You can ask us for a copy of all the personal information we hold about you. We will respond within one calendar month.
Right to rectification	You can ask us to correct any inaccurate or incomplete information we hold about you.
Right to erasure ('right to be forgotten')	In certain circumstances, you can ask us to delete your personal information. Note: we may need to retain some information to comply with legal obligations (e.g. care records retention requirements).
Right to restriction of processing	You can ask us to limit how we use your information in certain circumstances.
Right to data portability	Where we process your data by automated means and with your consent, you have the right to receive it in a portable format.
Right to object	You can object to our use of your data for certain purposes, including direct marketing (we do not carry out direct marketing).
Rights related to automated decision-making	We do not make decisions about your care solely by automated means.

9. How to Make a Complaint

If you are unhappy with how we have handled your personal information, please contact our Data Protection Lead in the first instance:

Agnieszka Menaj — Registered Manager and Data Protection Lead

info@amihomecare.com | 020 3026 3706

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

10. Changes to This Notice

We review this Privacy Notice at least once a year and whenever there is a significant change in how we use your information. The current version is always available from our office and on our website at www.amihomecare/privacy-notice-for-service-users. If we make significant changes, we will tell you directly.

Document control	
Version	1.0
Published	22 May 2026
Next review	22 May 2027
Approved by	Agnieszka Menaj, Registered Manager
Related documents	Data Protection Policy, Records Management Policy, Information Security Policy, Subject Access Request Procedure, and Data Breach Procedure