



Privacy Notice

Serene Care Jersey Limited, referred to as 'Serene Care Jersey, 'we' or 'us' are the Data Controllers. At Serene Care Jersey we want to make it easy for you to understand what we do with your information. You are the Data Subject, which means the information we collect may identify you as an individual.

We collect information from you when you contact us or engage us to supply you with a service. We only collect information needed to contact you, care for you or send you invoices. This would normally consist of:

Name, contact phone number, postal address, some health information (That you tell us about), family contact details, what service you engage us to do.

For us to keep this information we need a lawful basis. The main basis we rely on is 'Contract', which means we have entered into an agreement for us to provide you with a service. We can also use 'Consent', when you give us permission to leave your care plan accessible to others and Vital interest, which means we will share your information with others when there is immediate risk of harm to you.

You can withdraw your Consent at any time, by contacting the Serene Care Jersey management team on 07797830150, or emailing serenecarejersey@gmail.com

We only keep your information for as long as we need it. We have a retention schedule for all the information we hold. You can request a copy of this at any time.

We store your information using a system called CarePlanner. They have all the safeguards needed to protect your information. Any information about you held in our office is kept safe under lock and key.

You have several rights as an individual under the new data protection laws. These rights include:

Your right to be informed, Your right to access, Your right to object, Your right to restrict how we process your information, Your right to have any inaccurate or incomplete information we have corrected, Your right to be forgotten, Your right to portability, Right to object to automated processing

You can contact us at any time and request the information we hold about you. We will provide this in the first instance free of charge and within 28 days of verifying your identification. If you are not known to us, we will request photographic ID and proof of address. We have developed a request form to make this as simple as possible for you. Please ask your Team Leader for a form.

If you are not happy with us and want to make a complaint, please contact the Serene Care Jersey management team on 07797830150 or serenecarejersey@gmail.com, or the Office of the Information Commissioner, Jersey at www.jerseyoic.org.