



PRIVACY NOTICE (Service User)

(Updated February 2026 – Version 2)

1. Business Details

This is the Privacy Notice of [Tendacare](#).

Office address : 41 The Street Ashted KT21 1AA

[Tendacare](#) is registered with the Care Quality Commission (CQC) to provide care to people in their own homes/accommodation.

[Tendacare](#) provides services from one location.

Introduction

This Privacy Notice explains how we collect, use, store, and protect personal information when providing care services. We are committed to handling personal data lawfully, fairly, and transparently in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR), and the Data (Use and Access) Act 2025.

A copy of this Privacy Notice is available on our website.

Who We Are

Tendacare is the data controller for the personal data we hold in relation to the supply of care services.

What Personal Data

We may collect identity data, contact data, health and care information, safeguarding information, and communication records necessary to provide safe and effective care.

How We Use Personal Data

We use personal data to assess needs, plan and deliver care, communicate with relevant parties, safeguard individuals, and meet legal and regulatory obligations.

Lawful Bases for Processing

We process personal data under legal obligation, vital interests, public task, and legitimate interests. Legitimate interests are documented and assessed to ensure necessity, proportionality, and protection of individual rights.

Processing Special Category Data Health and care information is processed under health and social care conditions as permitted by law.

Use of Artificial Intelligence (AI)

We may use digital tools with limited AI functionality to support care planning and quality monitoring. AI is not used for automated decision-making and always includes human oversight.

Data Protection Impact Assessments (DPIAs)

We conduct DPIAs where processing is likely to present high risks, including new technologies, AI use, or large-scale processing of health data.

Sharing Personal Data

We may share data with healthcare professionals, local authorities, regulators, and approved systems where lawful and necessary.

Data Security and Retention

We use appropriate security measures and retain data in line with legal and sector guidance.

Your Rights

You have rights including access, correction, objection, restriction, and the right to complain to the ICO.

Complaints

We will acknowledge data protection complaints within 30 days and respond promptly and fairly.

Changes

This notice may be updated to reflect legal or operational changes.