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# Privacy Policy – DomiClear

Last updated: February 2026

DomiClear ("we", "us", "our") respects your privacy and is committed to protecting personal data. This Privacy Policy explains how we collect, use, store, and protect personal information when you use our website and home care management app at <https://domiclear.app>.

## Who we are

Company name: DomiClear

Address: 18 School Lane, Derby, DE73 6TF, United Kingdom

Email: info@domi-clear.com

## Who this policy applies to

This policy applies to:

- Care agencies and organisations
- Individual carers
- Managers, staff, and authorised users
- Website visitors

## The data we collect

We may collect and process the following data:

### Personal data

- Names, email addresses, phone numbers
- Job role and organisation details
- Login and account information

### Staff and employment data

- Employment status and dates
- Staff identifiers (e.g., employee ID)
- Work contact details
- Address details (where provided)

## **Care and operational data**

- Care notes and daily records
- Medication and eMAR data
- Visit logs and call monitoring records
- Incident reports and assessments
- Uploaded documents and images
- Digital signatures, signature images, and signature metadata

## **Special category data (where applicable)**

- Health and care information
- Demographic data such as ethnicity, gender, religion, nationality, and date of birth

## **Location data**

- Precise GPS coordinates related to care visits (if enabled)
- Arrival/departure coordinates and location accuracy

## **Technical and audit data**

- IP address (where available)
- Device and browser information
- Usage logs and audit trails
- Session identifiers and user agent strings
- Error and performance telemetry (if enabled)
- Push notification tokens (mobile devices, if enabled)

## **How we use your data**

We use data to:

- Provide and operate the DomiClear platform
- Record and manage care delivery

- Support CQC compliance and audits
- Improve platform performance and security
- Communicate with users about the service
- Meet legal and regulatory obligations

## Legal basis for processing

Under UK GDPR, we process data based on:

- Contractual necessity
- Legal obligations
- Legitimate interests
- Explicit consent (where required)

## Data roles

- Care agencies are usually the Data Controller
- DomiClear acts as a Data Processor
- For individual users, DomiClear may act as a Data Controller

## Data storage and security

- Data is hosted using Supabase and secure cloud infrastructure.
- Data is stored in the EU where configured, but some sub-processors may process data outside the UK/EU.
- We use encryption, access controls, and audit logs.
- Access is restricted to authorised users only.

## Documents and file storage

Documents you upload are stored in cloud storage. They are accessed using unique URLs. These URLs can allow access to the file if shared. You should treat document links as confidential and only share them with authorised users.

## Sharing data

We do not sell personal data.

We may share data only with:

- Hosting and infrastructure providers (e.g., Supabase)
- Payment providers (Stripe – we do not store card details)
- Error and performance monitoring providers (e.g., Sentry, if enabled)
- Email delivery providers (e.g., Resend, SendGrid, or Mailgun, if enabled)
- Push notification services (e.g., Expo, if enabled)
- Legal or regulatory authorities when required

## **Data retention**

We retain data only as long as necessary for:

- Service provision
- Legal and regulatory compliance
- CQC and audit purposes

## **Your rights**

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Data portability

Requests can be made to [info@domi-clear.com](mailto:info@domi-clear.com)

## **Cookies and similar technologies**

We use cookies and similar storage technologies (such as browser local storage or device storage) to:

- Keep you signed in and maintain sessions
- Protect the service and support security features
- Support performance monitoring where enabled

See our Cookie Policy for details.

## **Contact**

If you have any questions about this policy, contact us at [info@domi-clear.com](mailto:info@domi-clear.com).