
PRIVACY NOTICE

SOLO SUPPORT SERVICES – DIRECT PAYMENT SUPPORT SERVICE CLIENTS

Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the UK GDPR.

Solo Support Services Ltd are committed to protecting your personal data. This privacy note explains:

- From where we secured your personal data;
- The personal data that we collect
- Your personal data rights;
- Your right to object to our processing your personal data and withdrawing consent;
- How and when we use that personal data;
- Whether we share your personal data with anyone else;
- For how long will we keep your personal data;
- How you can access your personal data

If you have any questions or queries about this notice, please email us by clicking [‘here’](#).

Personal data that we collect

We always ensure that we have a lawful basis for processing the personal data that we collect. The justification for the personal data that we collect falls into different categories.

The justification for the processing of the following data is ‘Performance of a Contract’:

Name, address, email address, telephone number, wider family names and contact information, medical condition, Support Plan, Care Plan.

The justification for the processing of the following data is ‘Legitimate Business Interests’ as part of our responsibility to ensure sufficient liability insurance is in place or to HMRC to register you as an employer of your own staff:

Date of birth, National Insurance Number.

The justification for the processing of the following data is ‘Legitimate Business Interests’ to comply with banking regulations:

Birth certificate, Passport, driving licence.

We collect your personal data from you from the package set-up stage and ongoing during our work together to ensure any changes in your support needs are captured.

We also collect the following personal data from third parties under a ‘Legitimate Business Interest’ under our responsibility to the funding body’s requirements:

Funding body agreement forms

If we hold a Managed Account for you to receive your Personal Budget and you pay a Personal Contribution towards your support, then the following information may be available to us, the

lawful reason for processing would be ‘a Legitimate Business Interest’:

Bank account information

Your rights in respect of your personal data

You have the right to request access to your personal data, amendments to it and for it to be deleted.

Further information about those rights along with your right to withdrawn any consent you’ve given or object to our processing your data can be found in our data protection policy available on request by clicking [‘here’](#). That policy also includes who to speak with if you have any queries about our approach to processing your personal data.

How and when we use your personal data

We’re committed to using your personal data responsibly and lawfully. We only use your data to fulfil our duties as Direct Payment Support Service provider, for example to ensure that insurance is in place, employees have the correct information to complete their roles and you are registered as an employer with HMRC.

Your personal data is stored within the UK, EU and North America (Google Drive for Business.) To help us to maintain the accuracy of the personal data that we hold please let us know if we hold out of date or inaccurate information about you.

We use accepted standards of technology and security to protect your personal data and have collected confirmation from all suppliers that they adhere to UK GDPR legislation.

Sharing your personal data

There are times where we will share your personal data with a third party. They are:

- With Her Majesty’s Revenue and Customs (HMRC) to report payroll
- With Google Drive for Business, where we store all our electronic files;
- With BrightPay, our payroll provider, to allow us to process your payroll through a HMRC recognised system;
- With our bank, to allow us to set up a client deposit account (when required) and to allow us to process payments in your name;
- With your insurers at package set up or renewal;
- When required by law.

For how long will we keep your personal data

Our ‘retention policy’ lists the type of data we process and for how long it is kept. You can access that policy by clicking [‘here’](#). If you would like us to delete your data and we don’t have a lawful reason to retain it you can make a deletion request by clicking [‘here’](#) or writing to Helen Brown, Data Protection Officer, 20 Central Avenue, West Bridgford NG2 5GR.

How you can access your personal data

You can ask us for a copy of the personal data that we hold on you by either clicking [‘here’](#) or writing to Helen Brown at the above address. We’ll ask you for copies of two types of approved identity in order to process your request (such as a passport and driving licence). You can also ask us to make corrections to data you consider to be inaccurate by clicking



[here](#) or again writing to Helen Brown.

Complaints

If you wish to complain about our processes regarding Data Protection and Processes, you should do so in writing to the Information Commissioners Office (ICO).

