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# PRIVACY NOTICE

## SOLO SUPPORT SERVICES - THIRD PARTY CLIENTS

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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, next of kin information, power of attorney.*

The justification for the processing of the following data is 'Legitimate Business Interests' as part of our responsibilities under our CQC registration:

*Date of birth, do not resuscitate form, Support Plan, Representation Document, Care Plan, Medical Condition, GP contact details, NHS Number,*

The justification for the processing of the following data is 'In the Individual's Vital Interests' to ensure that our clients receive the correct care and support appropriate to their situation:

*Medication list, professional contact names,*

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*

**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 withdraw any consent you've given or object to our processing your data can be found in our data protection policy, available within the staff handbook, on BrightPay Connect or 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 Third Party Service provider, for example to ensure employees are correctly trained.

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 GDPR legislation.

**Sharing your personal data**

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

- With the Care Quality Commission (CQC) as part of our legal regulatory requirements;
- With Goldvision, our client Management System, a password protected site;
- With Google Drive for Business, where we store all our electronic files;
- With our insurers, when required to report an incident or claim.
- 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, Solo Support Services Ltd, 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.