

Privacy Notice

Solo Support Services – Child Friendly

A Privacy Notice tells you how we use your personal data, so you know what happens with it when people give it to us.

The law says everyone has the right to know about what personal information (also called data) is collected and how this is used. The law is called UK-GDPR.

What is Personal Data?

Anything that can identify you is your personal data – it can be the obvious things like your name or a photo of you, but it can be things you might not realise, like your e-mail address, gamer tag or the names of your family and friends that can be used to identify you.

There are some types of information we must be extra careful with. This is known as special category data, examples might be an illness that you have, or what religion you are.

Solo Support Services use a lot of personal data. If you want to read the long list, you'll find it on our Privacy Notice for Third Party Clients. You can click [here](#) to read it and our other privacy notices.

Why Do You Need My Personal Data?

The main reason we need to use your data is to know who you are and to understand how we can give the best possible care to meet your individual needs. It also allows us to keep all your records together on our computer system, which is password protected.

We'll use information from the doctors who help you and the people who pay for your care (Integrated Commissioning Body or Local Council) to gather the information we need to write your individual care plans and risk assessments that your Personal Assistant (PAs) will use.

So, You Can Use My Personal Data for Anything?

Just because we have your personal data, it doesn't mean we can do what we want with it, we do have to follow some rules.

Sometimes we will ask you if we can use it and if you say no, then we won't.

Can Anyone Else See My Personal Data?

Sometimes to do our work, we have to share your personal data, or other people might share it with us. We're very careful about how we do this, and we make sure we follow all the rules.

We might need to share your data with your doctor, your family, the police or people who pay for your care.



We keep all your data on a system called Care Beans and on Google Drive. Everyone who uses Care Beans and Google Drive at Solo Support Services has their own passwords and they can only see the information they need to see to do their own job.

Do You Keep My Personal Data Forever?

We only keep your personal data for as long as we need it, but sometimes this might be years, even if you aren't our client anymore. There are rules about how long we can keep personal data, and we have a special policy about that, to make sure we know exactly what to keep and for how long.

Do I Have a Say in What Happens to My Personal Data?

Yes, you do. You have 'rights' and one of these is the right to know what we do with your data. That's what this page is for.

You can ask us to tell you what personal data we have about you, if we will stop using it, or if we can delete it. If your personal data is wrong, you can tell us, and we can correct it.

The rights you have depend on what we use your data for, and there is more information about this on our Privacy Notice for Adults which you can read [here](#).

Who Makes Sure You Follow All the Rules?

We have someone called a Data Protection Officer, and their job is to protect your data and make sure we are following all the rules. Our Data Protection Officer is Helen Brown, who is a member of the Senior Management Team.

Because of how important it is to keep your data safe, and to follow all the rules, you can email or write a letter to Helen if you are worried about what we do:

Helen Brown, Data Protection Officer
Unit 9B Langley House
Wheatcroft Business Park
Landmere Lane
Nottingham
NG12 4DG

Or you can send her an email by clicking [here](#).

There is a company whose job it is to make sure we follow the rules. You can contact them too if you have any questions. They are called the 'Information Commissioner's Office' and their website address is ico.org.uk.