

Privacy Notice

Solo Support Services – Potential Third Party 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 we will 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](#)'.

Data Protection Officer

Our Data Protection Officer is Helen Brown, who is a member of the Senior Management Team, reporting to Director level. They have responsibility for monitoring GDPR compliance, supporting colleagues with enquiries and advice, conducting Data Protection Impact Assessments, liaising with external organisations such as the ICO, the management of data requests, and data breach management.

Information Commissioner's Office Registration

We are registered with the Information Commissioner's Office (ICO), registration number Z2857587. A copy of our current certificate can be provided upon [request](#).

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, phone number, email address, date of birth, care plan[s], support plan[s], details of medical condition[s], details of next of kin, details of Power of Attorney, details of family member[s]/representative[s], representation documents and package finance details.

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

Care plan[s], support plan[s], GP contact details.

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

Birth certificate, driving licence, and passport.



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

Care plan[s], support plan[s] and medication lists.

The justification for the processing of the following data is 'Legal Obligation':

DNAR form and car insurance information.

The justification for the processing of the following data is 'Consent':

Mental Capacity Assessments and client vaccination status.

We collect your personal data from commissioners and yourself / your representative[s] at initial enquiry and during the package set-up stage.

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 employee handbook 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.

Where We Store Your Data

Your personal data is stored on secure, password protected, cloud-based systems within the UK, EU and North America. We use the following systems: Care Beans (Part of the QCS network), Nest Workplace Pensions and Google Drive for Business.

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. Data is encrypted for protection on each and all are password protected systems. Two step authentication is in place for Google Drive; device specific security is in place for Care Beans.

Data is also stored within lockable physical files within the head office.

Who Has Access to Your Data?

Access to personal information is provided to Head Office based personnel who require this information to enable them to complete their role.

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 your 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 UK 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 our bank to set up a client deposit account.
- With Care Beans, our Client and Employee Management System, a password protected site.
- With Google Drive for Business, a password protected site, where we store all our electronic files.
- With our insurers, when required to report an incident or claim.
- When required by law.

We will request consent from you to process your information unless required by law.

How Long We Will Keep Your Personal Data

Our 'Justifiable 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
Unit 9B Langley House
Wheatcroft Business Park
Landmere Lane
Nottingham
NG12 4DG

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 on the above address. We'll ask you for copies of two types of approved identity 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.

