

Privacy Notice

Solo Support Services - 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, 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 Care Quality Commission (CQC) registration:

Date of birth, Do Not Resuscitate form, Support Plan, Representation Document, Care Plan, Medical Condition, GP contact details, NHS Number, vaccination information.



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

Birth certificate, Passport, driving license.

The justification for the processing of the following data is 'Legitimate Business Interests' to comply with insurance provider requirements:

Car information and insurance

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, Mental Capacity Assessments.

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, which you can request a copy of 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: The Access Group (Care Planning and People Planner), BrightPay, Nest Workplace Pensions and also 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 Access.

Data is also stored within lockable physical files within 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 care provider, as per our agreement with yourself and the funding body and in line with our CQC registration.

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.

Sharing your personal data

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

- With the CQC as part of our legal regulatory requirements.
- With our bank to set up a client deposit account.
- With Access, our client care 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.
- When we have a safeguarding concern.

How long we will 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 to process your request (such as a passport and driving license). You can also ask us to make corrections to data you consider to be inaccurate by clicking [here](#) or again writing to Helen Brown.