



Privacy Policy

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Privacy Policy	April 2023	April 2023

Our contact details

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1. INTRODUCTION

SV Care Services LTD is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data that you provide to SV Care Services LTD, will be processed by SV Care Services LTD.

Your personal data is information which by itself or with other information available to us can be used to identify you, the data subject. By 'processing', we mean any activity that involves using your personal data. This includes collecting it, recording it, storing it, retrieving it, using it, amending it, disclosing it, destroying it, and transferring it to other individuals or organisations outside of SV Care Services LTD.

Please read the following carefully to understand SV Care Services LTD views and practices regarding your personal data and how The SV Care Services LTD will treat it.

2. THE TYPE OF PERSONAL INFORMATION WE COLLECT

Personal information about individuals is usually provided to SV Care Services LTD by the individual (young person, their parent or guardian, foster carer, contractor, customer or visitor). Personal information that individuals provided to other organisations may also be forwarded to SV Care Services (for example from a local authority social worker when placing a young person with us).

We currently collect and process the following information:

- Personal details (name, date of birth, email address, home address, telephone number, unique resident or pupil number, gender, disability, sexual orientation, criminal convictions, racial or ethnic origin, religious or other beliefs).
- Family details (contact details and relationships)
- Safeguarding, special educational needs, physical and mental health.
- Financial information (bank details)
- Visual images, personal appearance and behaviour (video, photographs, CCTV recordings)
- Education details (school admission, attendance, absences, behaviour, exclusions, certificates, exams or tests records and progress)
- Information relation to offences or alleged offences.
- Details of goods and services provided.
- Shareholders details (number of shares held, certificates, voting instructions)

Personal details about your physical or mental health, alleged commission or conviction of criminal offences are considered "sensitive" personal information. We will process any such information only if you have given your explicit consent, it is necessary for a legal reason or you have deliberately made it public.

If you contact SV Care Services, we may keep a record of that correspondence; details of your visits to our site, and the resources that you access.

3. HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you. We use the information that you have given us in order to enable us to fulfil our legitimate business needs such as:

- Provide residential healthcare and welfare
- Provide training
- Administer school property and associated services
- Maintain our own accounts and records
- Support and manage our staff
- Advertising and marketing
- Raise funds for our businesses
- Administer shareholders registrations and dividends service

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

A) Where our use of your information is necessary for us to perform the contract or contracts that we have with you:

These contracts include the terms and conditions of goods or services that individuals agreed with SV Care Services LTD. For example, we record the personal details of individuals (such as Foster Parent) who care for children or young people on our behalf. We also record the names of staff from local authorities which commissioned SV Care Services LTD to provide services. (Please note that if you do not agree to provide us with the requested information, it may not be possible for us to agree a contract with you or provide services under a contract).

B) Where our use of your information is for the purposes of our legitimate business needs or the legitimate business needs of third-party contractors who we engaged to deliver services on our behalf (see section 3, above). For example: As part of our business needs, we collect video, visual images, personal appearance and behaviours through CCTV recordings to maintain the security of property and premises and for preventing and investigating crime. This information may be about customers, clients, offenders, suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, security organisations and persons making an enquiry.

We also keep a record of any communications between us and you, for example emails and phone calls, because we need it to help us fulfil your requests, keep in touch with you, and offer you communications that are relevant to you.

C) Where we believe it is necessary to use your information to comply with a legal obligation to which we are required to fulfil:

We are required by law to track and record the progress of children in our care so that this information can be shared with Ofsted, the government regulator.

We have a legal duty to record and retain information (gender, age, date of birth) about the children in our care and share this information with third parties, where strictly necessary.

Where the law requires, we have a duty to cooperate with local authorities on arrangements for children and young people.

D) Where our use of your information is necessary for us to carry out a task in the public interest.

We share information with the Police, Local Authority or other agencies where we consider that a child or vulnerable person may be at risk or harm.

We keep record of day-to-day observations of young persons within residential homes so that we can manage any risks and track progress.

E) Where we believe use of your information is necessary in order to protect the vital interests of a young person or another person. These include:

Family contact details of pupils within our schools so that we can contact them in case of an emergency.

Information regarding young person's health needs, including food allergies.

F) Where we have your consent. We will rely on your consent:

To use your videos and photographs to promote or market our business.

If you choose to receive marketing information. You will be given the opportunity to tell us that you no longer wish to receive our direct marketing material.

We will always make it clear where we need your permission to process your personal information. Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time, using the same method by which you gave us your consent originally.

In fulfilling our business needs, we may share your information for any of the following purposes: (a) to perform the contract or contracts that we have with you (b) our legitimate business needs (c) to comply with a legal obligation (d) to carry out a task in the public interest (e) to protect vital interests; or (f) where we have your consent.

Specifically, we may share this information with:

Family and representatives of the person whose personal data we are processing

Ofsted and local authorities

Police, courts, tribunals and security organisations

Contractors who we pay to provide services

In extreme circumstances, healthcare professionals, social and welfare organisations

staff, students, governors and school boards

debt collection and tracing agencies

financial organisations

education, training and examining bodies

4. TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY

It may sometimes be necessary to transfer personal information overseas (outside of the United Kingdom). When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the General Data Protection Regulations and Data Protection Act 2018.

5. HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored.

We follow strict security procedures in the storage and disclosure of your personal data, and to protect it against accidental loss, unauthorised access, destruction or damage. Personal information held by us electronically are stored on secure computer systems and we control who has access to them. Our staff receive data protection training and we have data protection policies and procedures in place which teams are required to adhere to. Where we use external companies to collect or process personal data on our behalf, we undertake detailed checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they have collected or have access to.

SV Care Service LTD site may, from time to time, contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that SV Care Services LTD does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

6. THE PERIOD FOR WHICH WE WILL KEEP YOUR PERSONAL INFORMATION

We will only retain your personal information for as long as it is required in relation to the purposes for which it was originally obtained or based on our legal and regulatory requirements. For example, the law requires us to keep information about the protection of children for 25 years after birth.

How long personal information will be retained for depends on the type of information it is and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (although we will keep a record of your preference not to be emailed).

We will review our data retention periods for personal information on a regular basis. We also continually review the information that we hold and delete anything that is no longer required.

7. YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Request information about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.

Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

Object to automated decision-making including profiling, that is not to be subject of any automated decision-making by us using your personal information or profiling of you.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request transfer of your personal information in an electronic and structured form to you or to another party (commonly known as a right to “data portability”). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format.

Withdraw consent. In those circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

You are not required to pay any charge for exercising your rights. However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances. If you make a request, we have one month to respond to you.

Please contact us at info@svcare.co.uk or write to the following address, if you wish to make a request.

SV Care Services Ltd
71 Knowl Piece Wilbury Way
Hitchin
Hertfordshire
SG4 0TY

8. IP ADDRESSES AND COOKIES

SV Care Services LTD may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. SV Care Services LTD may also obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help SV Care Services LTD to improve our site and to deliver a better and more personalised service. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of SV Care Services LTD site. Unless you have adjusted your browser setting so that it will refuse cookies, SV Care Services LTD system will issue cookies when you log on to our website.

9. HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at info@svcare.co.uk or write to the following address:-

SV Care Services Ltd

71 Knowl Piece Wilbury Way

Hitchin

Hertfordshire

SG4 0TY

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>