

SV Care Services Ltd

GDPR and Privacy Policy



Data Protection Officer

SV Care has appointed a Data Protection Officer (DPO), Vijay Saini to oversee and advise on matters relating to data protection and privacy.

Name: Vijay Saini

E-mail: info@svcare.co.uk

The DPO is responsible for ensuring that the Company processes personal data in compliance with applicable data protection laws, including the UK General Data Protection Regulation and the Data Protection Act 2018.

Employees are encouraged to contact the DPO if they have any questions or concerns about how their personal data is being used, stored, or shared by SV Care. The DPO can also provide guidance on data protection responsibilities and assist with any suspected data breaches or subject access requests. All queries or concerns can be raised in confidence, and the DPO will act independently to support data protection rights within the organisation.

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.

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Next Review: Senior Management Fri Apr 09 2027

Locally Responsible: Shams Najum & Vijay Saini

Personal Data 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.

Data Collection

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).

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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 young people within our care 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
- Legal Teams
- Contractors who we pay to provide services
- In extreme circumstances, healthcare professionals, social and welfare organisations

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- Staff, students, governors and school boards
- Debt collection and tracing agencies
- Financial organisations
- Education, training and examining bodies.

International Transfer Of Your Personal Data

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.

Personal Data Storage

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.

Data Retention Period

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.

Data Protection Rights

Under data protection law, you have the following rights:

- You have the right to be informed about how your personal data is collected and used.
- You have the right to request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- You have the right to request rectification of the personal information we hold about you. This enables you to have any incomplete or inaccurate data corrected.
- You have the right to request erasure of your personal information. This allows you to ask us to delete or remove personal data where there is no lawful reason for us to continue processing it.

- You have the right to request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of your data, for example while its accuracy or the reason for processing is being verified.
- You have the right to request the transfer of your personal information to you or to another organisation in a structured, commonly used, machine-readable format (known as the right to data portability).
- You have the right to object to the 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. You also have the right to object to processing for direct marketing purposes.
- You have the right not to be subject to a decision based solely on automated processing, including profiling, where this produces legal or similarly significant effects on you.
- Where we rely on your consent to process your personal data, you have the right to withdraw that consent at any time. Once we receive notification of your withdrawal, we will stop processing your data for that purpose unless we have another lawful basis to do so.
- You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been handled incorrectly.
- You will not usually have to pay a fee to exercise your rights. However, we may charge a reasonable fee or refuse to comply with a request if it is clearly unfounded or excessive. We will respond to all legitimate requests within one month.

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

SV Care Services Ltd
85 Great Portland Street
London
W1W 7LT

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.

Use of Photographic Evidence in Disciplinary Matters

In certain limited circumstances, SV Care may collect photographic evidence as part of an internal disciplinary investigation. This may include images of employees where there is a legitimate and proportionate reason to do so, such as suspected gross misconduct (for example, sleeping while on duty or breaching health and safety procedures).

The collection and use of such photographs will only occur where it is necessary for the purposes of managing employee conduct and upholding workplace standards, and where no less intrusive means of gathering evidence are available. Any photographs taken will be limited to what is necessary and relevant to the specific incident under investigation.

Photographs that include identifiable individuals are considered personal data under applicable data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018. As such, any images captured will be processed fairly and lawfully, and only by authorised personnel involved in the investigation process.

All photographic evidence will be stored securely and retained only for as long as is necessary to complete the disciplinary process and any related procedures, after which it will be deleted or securely destroyed in line with the Company's data retention policy. Access to such evidence will be strictly limited to those who require it for legitimate reasons related to the investigation.

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Complaints

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

SV Care Services Ltd

Arise Innovation Hub

Alan Cherry Drive

Chelmsford

CM1 1QT

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>

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