



GDPR COMPLIANCE STATEMENT

Last Updated: April 2025

At SHA Care Services, we are committed to protecting and respecting your privacy. We fully comply with the General Data Protection Regulation (GDPR) (EU) 2016/679, which ensures that all personal data is handled securely, fairly, and transparently. This statement outlines how we collect, store, and process your personal data, and your rights in relation to that data.

1. Data We Collect

We collect and process personal data that is relevant to the services we provide. This may include:

Personal Information: Name, contact details (address, email, phone number), date of birth, and other identifying information.

Health Information: Medical history, care requirements, and relevant health data to provide personalised care services.

Financial Information: Payment details, billing information, and bank account details for the processing of payments.

Website Usage Data: Information collected via cookies and analytics tools to understand how users interact with our website.

2. Why We Collect Personal Data

We collect your personal data for the following purposes:

To provide personalised live-in care services tailored to your specific needs.

To communicate with you about your care plan, services, and appointments.

To process payments for our services.

To comply with legal and regulatory requirements.

To improve the services and support we provide.

3. Lawful Basis for Processing Data

We process personal data under the following lawful bases, as defined by the GDPR:

Consent: You have given clear consent for us to process your personal data for specific purposes.

Contractual Obligation: Processing is necessary to fulfil a contract (e.g., providing care services).

Legal Obligation: We are legally required to process your data to comply with the law.

Legitimate Interests: Processing is necessary for our legitimate business interests, provided it does not override your privacy rights.

4. How We Protect Your Data

We take data protection seriously and have implemented appropriate security measures to safeguard your personal data. These include:

Encryption: We use encryption to protect sensitive information.

Access Controls: Only authorised personnel have access to your personal data.

Data Minimisation: We only collect and store data that is necessary for the delivery of our services.

Regular Audits: We conduct regular reviews to ensure that our data handling practices remain compliant with GDPR requirements.

5. Data Sharing

We do not sell or share your personal data with third parties for marketing purposes. However, we may share your data with:

Healthcare Providers: To ensure continuity of care, where necessary.

Service Providers: Third-party vendors who assist in the provision of our services, such as IT support or payment processors.

Regulatory Authorities: Where required by law or in compliance with regulatory obligations.

All third-party service providers are required to comply with GDPR and our data protection policies.

6. Data Retention

We will retain your personal data only for as long as it is necessary to fulfil the purposes for which it was collected, or to comply with legal and regulatory requirements. Once your data is no longer needed, we will securely delete or anonymise it.

7. Your Rights

Under GDPR, you have the following rights regarding your personal data:

Right to Access: You can request a copy of the personal data we hold about you.

Right to Rectification: You have the right to request corrections to any inaccurate or incomplete data.

Right to Erasure: You can ask us to delete your personal data under certain conditions, such as when it is no longer necessary for the purpose for which it was collected.

Right to Restrict Processing: You can request that we restrict the processing of your data under certain circumstances.

Right to Data Portability: You can request that we transfer your personal data to another service provider in a machine-readable format.

Right to Object: You have the right to object to the processing of your data in certain cases.

If you wish to exercise any of these rights, please contact us at info@shacareservices.com

8. Data Breaches

In the unlikely event of a data breach, we will notify you and the relevant supervisory authority without undue delay, especially if the breach poses a high risk to your rights and freedoms.

9. Cookies

Our website uses cookies to improve the user experience and gather information on how visitors use our website. You can manage your cookie preferences through your browser settings. For more information, please see our [Cookies Policy].

10. Changes to This GDPR Statement

We may update this GDPR statement from time to time to reflect changes in our practices or relevant regulations. We encourage you to review this page periodically to stay informed about how we protect your data. Any changes will be posted on this page with an updated "Last Updated" April 2025.

11. Contact Us

If you have any questions or concerns about our GDPR practices or wish to exercise your rights, please contact us at:

SHA Care Services

Email Address: info@shacareservices.com

Phone Number: 03330062644