



## SHA CARE SERVICES PRIVACY POLICY

**Last Updated: April 2025**

This document outlines the privacy policy of SHA Care Services, encompassing the handling of personal data, including that of our self-employed carers. We are committed to ensuring that your information is secure, transparent, and handled in accordance with data protection laws, including the General Data Protection Regulation (GDPR).

### Introduction

SHA Care Services takes the privacy of your information seriously. This policy explains how we collect, use, share, and protect your personal data. It also details your rights concerning your data and how to exercise them. By engaging with our services, you consent to the practices described in this policy.

### How We Use Your Information

We collect and process information provided by you and data obtained through interactions with our services. This may include, but is not limited to:

**Service delivery:** To provide and manage the goods and services you request.

**Communication:** To respond to inquiries, keep you updated on orders, and notify you of changes to our services.

**Personalisation:** To tailor our communications and services to meet your needs and preferences.

### Information Collected

**Personal Details:** Such as your name, address, phone number, and email address.

**Sensitive Data:** Where necessary, we may collect special category data such as health information or criminal records, strictly with your consent or as required by law.

**Payment Information:** Credit or debit card details for processing payments.

**Technical Information:** Including IP addresses and data from cookies to monitor website usage and improve security.

We store all data securely and do not sell, trade, or rent your personal information to third parties.

### Fraud Prevention and Credit Checks

To protect against fraud and financial risks, we may:

Submit your details to fraud prevention agencies.

Perform checks on electoral roll registers and public databases.

Request proof of identity as part of our security measures.

This helps us ensure the integrity of our services and protect all parties involved.

### **Lawful Bases for Using Your Information**

We process your data under several lawful bases, including:

**1. 2. 3. 4. Consent:** When you explicitly agree to data collection and usage.

**Contractual Obligation:** To fulfil the terms of our agreement with you.

**Legal Obligation:** To comply with legal requirements, such as record-keeping and fraud prevention.

**Legitimate Interests:** To improve our services, protect our network, and conduct market research.

When processing sensitive data, we ensure compliance with additional safeguards and obtain explicit consent unless processing is required by law.

### **Keeping You Informed About Our Products and Services**

With your consent, we may contact you about:

New products or services.

Special offers and promotions.

Updates relevant to your use of our services.

You have the right to:

Opt-out of marketing communications at any time.

Update your preferences regarding the type and method of communication.

### **Profiling for Marketing Purposes**

We may use your data to predict your interests and preferences. You can request that we stop profiling activities by contacting us.

### **Sharing Your Information**

We do not sell or trade your personal data. However, we may share it under the following Circumstances:

- 1. Service Providers:** When third-party providers are involved in delivering a product or service.
- 2. Legal Requirements:** When mandated by law or to prevent crime.
- 3. Corporate Affiliates:** Within the SHA Care Services for administrative purposes.

### Data Sharing Safeguards

All third parties are contractually obligated to:

Use your data only for the agreed purposes.

Protect the confidentiality and security of your data.

Return or delete your data at the end of the service provision.

### Information Sent Outside the European Economic Area (EEA)

We may occasionally transfer data outside the EEA for processing, testing, or maintenance. In such cases, we:

Ensure the receiving country provides an adequate level of data protection.

Implement additional safeguards, such as contractual clauses, to protect your data.

While some non-EEA countries may lack equivalent data security laws, we take all reasonable steps to secure your information.

### Amendment and Retention of Information

#### Updating Your Information

Please notify us of any changes to your personal details to ensure our records remain accurate. You can do so by contacting us directly.

#### Data Retention

We retain your data only for as long as necessary to fulfil the purposes outlined in this policy or to comply with legal requirements. Typical retention periods are as follows:

**General Data:** Retained for six years, unless required longer by law.

**Carer Data:** Retained for up to two years after your last introduction to a client.

### Your Rights

Under data protection laws, you have several rights:

**1. 2. 3. 4. 5. 6. 7. Access:** Request a copy of the personal data we hold about you.

**Rectification:** Correct inaccurate or incomplete data.

**Erasure:** Request the deletion of your data in certain circumstances.

**Restriction:** Limit the processing of your data.

**Portability:** Transfer your data to another service provider.

**Objection:** Challenge the processing of your data, including for direct marketing.

**Automated Decision-Making:** Request human intervention in automated decisions.

### Exercising Your Rights

To exercise any of these rights, please contact us in writing. We may require proof of identity and have one month to respond to valid requests.

### Lodging Complaints

If you feel your data has been mishandled, you can lodge a complaint with the Information Commissioner's Office (ICO) at [ico.org.uk/concerns](https://ico.org.uk/concerns) or by writing to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow, Cheshire  
SK9 5AF

### Updates to Our Privacy Policy and Your Feedback

This policy is reviewed periodically to reflect changes in laws, regulations, or our practices. Updates will be published on our website. We welcome your questions and feedback; please direct them to [info@shacareservices.com](mailto:info@shacareservices.com).

### Carer Data Protection

SHA Care Services is the data controller for carer information. This section outlines the specific handling of carer data.

### Purpose of Data Collection

1. Suitability Assessment: Evaluate your skills and eligibility to become a carer.
2. Client Introductions: Facilitate introductions to clients and gather feedback.
3. Compliance: Maintain records for legal and contractual obligations.

### Data Usage

We may:

Share your profile and identification details with clients.

Retain data after your tenure to comply with legal and client requirements.

### **Data Retention**

Carer data is retained for up to two years following the end of your most recent client introduction. After this period, data is securely destroyed unless further retention is required by law.

### **Data Sharing**

While we must share certain details for service delivery, we ensure that:

Data is shared only with authorised parties.

Your consent is obtained where necessary.

Your data is not sold to third parties.

By engaging with SHA Care Services, you confirm your understanding and acceptance of this privacy policy. For further inquiries or to exercise your rights, please contact our Data Protection Officer at [info@shacareservices.com](mailto:info@shacareservices.com) on 03330062644