

Privacy Notice

This privacy notice covers our main activities including our website <https://www.carecopilot.uk>. We describe here the data we collect from you when you engage with us. These are our reasons for collecting it, what we do with it and what your rights are.

Who are we?

We are Care Copilot.

You can call us on 07887 788944 or message us mike@carecopilot.uk.

We are registered as a Data Controller with the Information Commissioner's Office (ICO – the UK's regulator for data protection), registration number ZB817150.

- <https://ico.org.uk/ESDWebPages/Entry/ZB817150>

Before we get into the detail of how and why we process your personal data, it's important that you understand your rights under data protection law

Your Rights

You have a number of rights relating to the processing of your data, such as asking for a copy of your personal data or objecting to its processing. If you would like to use them or have any questions then please contact us.

We won't charge you for invoking your rights, however we may make a charge in the case of frequent repeat or unfounded requests. You should expect that we will act on your request within one month of receipt, and if we anticipate that it will take longer then we will let you know about this and explain why.

Learn more about your rights

- Awareness: You have the right to be fully informed about why and how we process your information. This privacy notice is intended to meet that requirement, but please do contact us if you have any questions. If we obtain your personal data from a third party (e.g. a social media platform or recruitment platform) then we will tell you where we have obtained your information from.
- Access: You have the right to a copy of the data we hold about you. It will help us to manage your request if you complete our request form linked below, but you don't have to and you can instead simply contact us.
 - o <https://portal.officegdpr.co.uk/doc/0415f14c77e20837/Subject-Access-Request-Form.pdf>

- Rectification: If you think some of the data we hold is wrong then you have the right to ask us to correct it.
- Erasure: You have the right to ask us to delete the data we hold about you. Where we are holding the data to fulfil a contract with you or your organisation then we will need to retain the data in accordance with the data retention requirements shown below.
- Restriction: You have the right to ask us to restrict the processing of personal data whilst we check its accuracy, if you think the processing is unlawful, if you believe we no longer need to process the data but you need us to store it due to pending legal claims, or when you object to our processing based upon our legitimate interests and we are assessing the validity of that.
- Object: Where we are processing your personal data based upon our legitimate interests you have the right to object to that. If your objection is valid (for instance in the case of any direct marketing activity) then we will stop processing your personal data for that purpose.
- Data portability: You can request a copy of your data in a digital format which you can then supply to another provider when we are processing your personal data under the lawful basis of performing a contract with you or because we have your consent.
- Automated decisions and profiling: You have the right, in certain circumstances, not to be subject to decisions based on automated processing (including profiling) if it has a significant or legal impact on you. This doesn't apply if the processing is necessary to fulfil a contract with you, or if you have given us your consent to do so. We do not currently use any technology to make automated decisions about you.

The rest of this privacy notice will cover our processing activities where we act as the data controller.

You will find clickable links in this notice to expand on the information we provide, or you can download a PDF of the full notice below:

- <https://portal.officegdpr.co.uk/doc/428406c942c2a9b5/Privacy-Notice-full.pdf>

Purpose of processing, data we collect (inc special category data), where the data is stored, duration of storage and destruction/deletion method/s

We ensure that we only process your personal data where it is necessary for us to do so; to deliver our services, manage our business, communicate with you or for similar reasons you would expect.

We only collect the minimum personal data we need to properly fulfil the purpose of processing.

Where we are relying on your consent you are free to change your mind and withdraw your consent at any time.

Where we are relying on our legitimate interests you are free to object to that at any time, and we'll let you know if we agree with your objection or if we don't. If we don't, we will always let you know why.

In the case of direct marketing activity we will ensure that we cease to market our services to you should you object to our legitimate interests or withdraw your consent – for example if you unsubscribe to our newsletter.

Special category data

There are additional rules we must follow if we collect certain types of more sensitive data, known as Special Category Data. These include details of your ethnicity, beliefs, health and sexuality and in each case we must let you know why we process those data.

Where we do not routinely process any such special category data, we may occasionally do so (for example when we manage an event you are attending we may ask for any dietary or access requirements which could include data relating to belief or health, or if you contact us with an enquiry relating to our products or services and your health) and will always ensure we have a lawful basis for this (normally by asking for your explicit consent).

Where we regularly process special category data about you, we ensure that we have a valid reason for doing so under UK GDPR (for example when we manage an event you are attending we may ask for any dietary or access requirements which could include data relating to belief or health, or if you contact us with an enquiry relating to our products or services and your health) and will always ensure we have a lawful basis for this (normally by asking for your explicit consent).

How long do we keep your data for?

Where we are relying on our legitimate interests or your consent to process your data then we will keep your personal data until you object to our legitimate interests (& we agree with your objection) or you withdraw your consent, or until the following periods have elapsed.

You can find out how long we will retain your personal data below.

Find out more about each of our reasons for processing your personal data, including our lawful basis for doing so under UK GDPR.

- <https://portal.officegdpr.co.uk/doc/3a2515acea7979d1/Personal-Data-Processing-Reasons-and-Lawful-Basis.pdf>

Who do we share your data with?

We will share your data if we receive a legitimate request from a law enforcement agency.

When you submit your personal data online your data is shared with our partners who manage our website.

If we are communicating with you via email or social media channels we will be sharing your personal data with those email and social media providers.

We also utilise external suppliers to provide a number of business support services. We always ensure that we have appropriate contracts in place to protect your rights when personal data are processed on our behalf by these third parties.

Occasionally we may share personal data when we are seeking external professional help from people such as our lawyers, accountants and business advisors. We will always have a legitimate reason for doing so and will maintain a record of that.

We will always ensure that appropriate protections to your rights and freedoms are in place.

Find out more about the organisations who we share your personal data with.

- <https://portal.officegdpr.co.uk/doc/210d9228d66a135d/Shared-Personal-Data-with-Organisations.pdf>

How do we keep your data secure?

We take sensible steps to keep your data secure and ensure we can uphold your rights and meet our obligations under UK GDPR.

Learn more about the security measures we implement

- All data sent between your browser and our website and portals are encrypted in transit.
- Where we rent or own our own servers, we ensure that they and relevant networks are encrypted. If possible, we will encrypt data that is saved on those servers.
- Access to personal data is role based: only those members of staff with a legitimate need will have access,
- Systems are password protected and multi-factor authentication is enabled where available.
- We ensure that appropriate contracts are in place with our suppliers who process your personal data to protect your rights, to ensure that they take appropriate security measures to safeguard your data, and that any international transfers are done correctly under UK GDPR.
- Our employees are all subject to an obligation of confidentiality, and receive training on data protection matters.
- We utilise appropriate technical and organisational measures to optimise the security of your personal data.

Digital storage assets

- <https://portal.officegdpr.co.uk/doc/3afec9ea133933b0/Security-Measures-Digital-Storage-Assets.pdf>

Non-digital storage assets

- <https://portal.officegdpr.co.uk/doc/5d54897af3bb6146/Security-Measures-Non-Digital-Storage-Assets.pdf>

Cookies – How do we use cookies on our website

We utilise cookies on our website. Some are required for our site to work, these are known as essential (or strictly necessary) cookies, and we also use others for analytics and marketing purposes.

We will ask for your consent to use any cookies which aren't essential, and we won't deploy any non-essential cookies without your consent. You should be aware that whilst we use non-essential cookies to help us understand how our website is performing, the author of the cookies (e.g. Google) uses the data obtained for their own purposes (if you would like to learn more about their purposes then you should contact them).

What happens when I follow links to other sites?

If you follow a link from our site to another site then you should read the privacy notice on the other site prior to providing your data to them.

Making a complaint

Please contact us in the first instance if you have concerns regarding our processing of your personal data, we will take your concerns seriously and respond to you. You can also contact the Information Commissioner's Office (ICO) on their helpline 0303 123 1113 or online at www.ico.org.uk. If you should contact the ICO they will normally ask you to contact us first.