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**Privacy Policy**

**Our contact details**

Director: Gary Spencer-Humphrey

Addresses: Office 7, 8-9 Rodney Road, Portsmouth, Hampshire, PO4 8ES (satellite and main office)

 Unit 29 Highcroft Industrial Estate, Enterprise Road, Waterlooville, Hampshire, PO8 0BT (registered address)

Phone Numbers: 02392 985459 (office VoIP) and 07834768103 (mobile)

Website: [www.socialworkergary.co.uk](http://www.socialworkergary.co.uk)

E-mail: gary@socialworkergary.co.uk or g.spencer-humphrey@nhs.net

Date of privacy notice: 10/09/2022. Revised 01/09/2023. Revised 21/10/2023.

**Introduction**

This policy sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

**Our website**

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

**What are cookies?**

Cookies are small files saved to the user’s computer’s hard drive that track, save and store information about the user’s interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

**What do we use cookies for?**

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards. We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access. This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer’s hard drive-in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. Should users wish to deny the use and saving of cookies from this website onto their computer’s hard drive, they should take necessary steps within their web browser’s security settings to block all cookies from this website and its external serving vendors.

**The type of personal information we collect:**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Personal identifying data, such as your name, date of birth, email addresses, GP details, NHS number, Social Care identifiable number, your address, sex, gender, religion and other protected characteristics under the Equality Act.
* Medical information about your medical needs
* Social care information about your social care needs
* Legal information about your legal case
* Data about financial details you own or have a legal interest in (for example, deed of the property, wills, names and funds pertaining to your bank account, ISAs, saving accounts etc.)

**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 (or a representative from you) for one of the following reasons:

* To fulfil our duties under instruction from your solicitor
* To comply with assisting the court as an Expert Witness (or Advisor)
* To undertake assessment pertaining to our expertise

We also receive personal information indirectly, from the following sources in the following scenarios:

* Your family (acting for or on your behalf)
* Your lawyer
* Your Lasting Power of Attorney
* Your Enduring Power of Attorney
* Your Court Appointed Deputy
* Your GP
* Your Social Worker
* Your Nurse
* Your Consultant (medicine)
* Your Psychologist
* Your Therapist
* Your Physiotherapist
* Your Occupational Therapist
* Your Independent Care Advisor
* Your Financial Advisor

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, account details, etc.). We will use this information to administer our website, applications, client databases and marketing material. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.

We use the information that you have given us in order to provide our services as independent social workers / care consultants or experts assisting the court. We may share this information with your lawyers, your doctor or your family member instructing us.

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

**(a) Your consent. You can remove your consent at any time. You can do this by contacting us anytime (refer to our contact details on page 1)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information:**

Your information is securely stored.

We keep your personal data for no longer than is necessary to complete our work or instruction unless we are required by law to keep it longer. We will then dispose of your information by deleting all your data from our systems and any paper records are placed in secure boxes and shredded by an approved company.

**Your data protection rights:**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us (see page 1 for contact details) if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can complain to us – see page 1 for contact details.

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

Our ICO registration number is ZB213471

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