

Privacy policy

This privacy policy gives you information about how Care Concern Solutions LTD collects and uses your personal data through your use of this website, including any data you may provide when you request a consultation with us by completing our contact form or when you engage us and become a client.

This website is not intended for children.

Controller

Care Concern Solutions LTD is the controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy policy).

If you have any questions about this privacy policy, including any requests to exercise your legal rights (paragraph 8), please contact the us using the information set out in the contact details section (paragraph 9).

1. The types of personal data we collect about you

Personal data means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, any previous names, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website.
- **Usage Data** includes information about how you interact with and use our website, products and services.

We also collect, use and share aggregated data such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering.

We may also collect, use, store and transfer the following special category information for the operation of client matters, to comply with legal requirements and to deal with complaints, queries or claims, which we have grouped as follows:

- **Racial or ethnic origin** includes information about your race, ethnicity, nationality or cultural background where this is relevant to the social care services you receive or to any complaint, assessment or dispute we are assisting with.

- **Health information** includes information about your physical or mental health, medical conditions, disabilities, care needs, care plans, assessments, capacity, support requirements and any related professional reports or correspondence.
- **Sex life information** includes information relating to your sexual life or sexual orientation where this is relevant to your care needs, personal support arrangements, safeguarding issues or matters raised in complaints, assessments or disputes concerning your social care.
- **Services Data** includes information relating to the services provided to you and any complaint raised in connection with those services, including the nature of the complaint and the circumstances giving rise to it.

2. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Your interactions with us.** You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - enquire about, or use, our services;
 - use our platform; or
 - give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy [here](#) for further details.

3. How we use your personal data

Legal basis

The law requires us to have a legal basis for collecting and using your personal data. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use the various categories of your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

| Purpose/Use | Type of data | Legal basis |
|--|--|---|
| To register you as a new customer | (a) Identity (b) Contact | (a) Performance of a contract with you (b) Necessary to comply with a legal obligation We will retain this data for as long as you remain a customer of ours, except where we are required to hold it for longer as per paragraph 7. |
| To supply our services to you including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us (c) Providing our advice to you in relation to your complaint | (a) Identity (b) Contact (c) Financial (d) Transaction (e) Services Data | (a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us) We will retain this data in accordance with Paragraph 7. |
| To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Dealing with your requests, complaints and queries | (a) Identity (b) Contact | (a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and manage our relationship with you) We will retain this data in accordance with Paragraph 7. |
| To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) | (a) Identity (b) Contact (c) Technical | (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation We will retain this data in accordance with Paragraph 7. |
| To use data analytics to improve our website, services, customer relationships and experiences and | (a) Technical (b) Usage | Necessary for our legitimate interests (to define types of customers for our services, to |

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|---|--|---|
| to measure the effectiveness of our communications. | | keep our website updated and relevant, to develop our business) We will retain this data in accordance with Paragraph 7. |
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Cookies

For more information about the cookies we use and how to change your cookie preferences, please see [here](#).

4. Disclosures of your personal data

We may share your personal data where necessary with the parties set out below for the purposes set out in the table Purposes for which we will use your personal data above.

- If we are providing services to you in respect of any matter relating to care provided to any person under 18 years of age (at the time the care was provided) our services will be provided to you by PSJ Consulting LTD who partner with us to provide specialist support in relation to children’s care.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

5. International transfers

We do not transfer your personal data outside the UK.

6. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

7. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain

your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see paragraph 8 below for further information.

8. Your legal rights

You have a number of rights under data protection laws in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "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.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data (see the table in section 4 for details of when we rely on your consent as the legal basis for using your data). However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:
 - If you want us to establish the data's accuracy;
 - Where our use of the data is unlawful but you do not want us to erase it;

- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us see Contact details (paragraph 9).

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

9. Contact details

If you have any questions about this privacy policy or about the use of your personal data or you want to exercise your privacy rights, please contact us in the following ways:

- Email address: office@care-concern-solutions.co.uk
- Telephone number: 020 3576 2695

10. Complaints

We take your privacy seriously and are committed to handling your personal data fairly, lawfully and transparently. We welcome feedback and take any concerns about how we collect, use, share or protect personal data seriously. If you believe we have not handled your personal data appropriately, or if you have concerns about our compliance with data protection law, please let us know so we can investigate and put things right.

How to give feedback or make a complaint

Wherever possible it would be helpful if you could discuss any feedback or concerns with us informally first, as we may be able to resolve your concerns without the need for a formal complaint.

However, if you feel we cannot resolve your concern informally, or if the issue is of such a serious or sensitive nature that you do not feel comfortable raising it informally, please feel welcome to raise your concerns as a formal complaint under this policy.

How to make a formal complaint under this policy

To enable us to investigate and provide a thorough response to your concerns, we will need to form a good understanding of the issues. We would welcome hearing from you by email with a brief explanation of:

- A brief description of your concern and what you believe has happened.
- How you would prefer to be contacted about your complaint going forward.
- If there is anything in particular that you would like us to do to resolve your complaint.

Please address your concerns to office@care-concern-solutions.co.uk.

What happens after I have made a complaint under this policy?

We will:

- Send a written acknowledgement of your complaint within 5 working days of receiving it.
- Investigate your concerns diligently, impartially and fairly. This may include reviewing your account and related records and use.
- Let you know promptly if we need any further information from you to assist our investigation.
- Write to you to provide a formal response to complaint setting out the conclusion of our investigation and any proposals to rectify or resolve the matter.
- We will ask you to let us know whether we have succeeded in resolving your concerns and, if you accept any proposals made, we will fulfil the proposals promptly.

There is no fee for making a complaint and we will not charge you for investigating and responding to your concerns.

Identity Verification

To protect your data, we may need to verify your identity before we can provide information, make changes to your account, or take action in response to your request. If we ask for additional information for verification, we will only request what is necessary and proportionate.

Do I have to pay my bill if I am complaining?

Our terms provide that our invoices remain payable within 7 days regardless of the investigation of any complaint.

However, please be assured that if the outcome of any complaint investigation concludes that any adjustment or reduction in costs should be made, any reimbursement will be paid promptly at that time.

How long will it take?

We will aim to conclude our investigation and provide our response as quickly as possible. Although we will always aim for sooner, the process may take up to eight weeks from receipt of your complaint.

In exceptional circumstances it may be necessary to extend these timescales. If this occurs, we will let you know in writing and will try to agree any variation with you first.

Escalation to the Information Commissioner's

We hope we can resolve any concern directly. However, you also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. We encourage you to contact us first so we can try to resolve your concerns before you approach the ICO.

11. Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on 04 May 2026.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

12. Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.