

247 Community Support Privacy Policy

The Collection of Your Data

247 Community Support understand the importance of privacy regarding your data, therefore all data collected by our company will either be done manually by the introduction of (potential) clients who reach out to us or via our website which is securely encrypted so that your information is not received or sent to any persons not intended to obtain your personal information.

Specifically, the management team of 247 Community Support are to collect your information and you as an individual have the right to give permission to our company before revealing your data to us.

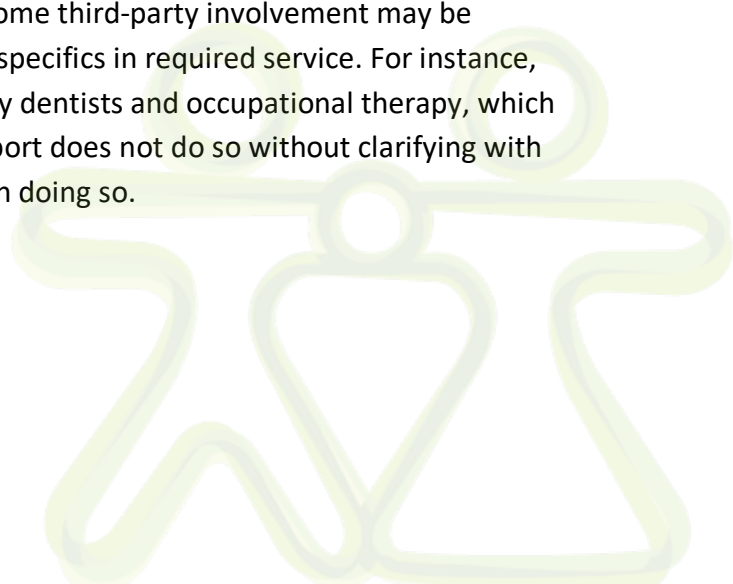
What Data and Why

247 Community Support will only ever request for personal identification data when in contact with those individuals unless your case or enquiry suggests we may need more/ other information from you – in this circumstance you have the rightful decision to give consent and disclose this information under our confidentiality, as do all our patients and clients.

This Information is then used for legal basis processing such as storing the data in relation to clientele servicing and needs, not for marketing purposes. Personal data is only collected and stored to be put in direct contact with you as a specific person therefore, we do not use cookies.

Third Parties

As 247 Community Support are a national service to the health and social care of its patients/ clients, there is an understanding that some third-party involvement may be necessary depending on your individual case and specifics in required service. For instance, we pass on referrals to specialist learning disability dentists and occupational therapy, which may apply to you. However, 247 Community Support does not do so without clarifying with you as the data subject first and gaining consent in doing so.



Storage and Security

After collecting your personal information, the data controllers of 247 Community Support (the management team) store your information in password protected spreadsheets which then if needs be, are transferred to hardware copies and locked securely in a cabinet within a security protected office.

If necessary and for a purpose, your data will then be kept for up to 7 years (6 years plus the current year), a retention period is followed every 6 months to assess whether your information needs updating or removing if you clearly state you are no longer needing 247 Community Support's services. Your personal data will be kept if you are a customer of 247 Community Support and/or not consistent in requiring our services, however if the period of which you do not use 247 Community Support's services for up to the 7-year period, you will be removed.

Access and Rights to your Data

As a data subject to 247 Community Support, you have the right to access, restrict processing, modify/ rectify, reject and the removal of your own information. This right is a process granted upon request and a straight forward procedure. Contactable information should be supplied to you by one of the management team once consent for your personal information has been approved for 247 Community Support to store and process.

As a data subject you are also entitled to request the restriction on your data being processed, this means that if you wish to be contacted by us for only a specific reason/ marketing and no other you can request this to which we will be documented and carried out by us under GDPR. – However, 247 Community Support will only contact you directly for an interest or clientele purpose.

Complaints and Questions on your Data

If as a data subject to 247 Community Support there was ever an issue in regard to our data handling and processing we would advise you to contact us directly via the information we have provided you or by the information provided on the website.

If you feel as if concern with 247 Community Support's data protection has been disregarded by us or that it seems as if 247 Community Support are not able to take care of your specific complaint/issue, we advise that after you have contacted us to then contact the Information Commissions Office for further investigation. A link below has been supplied.

<https://ico.org.uk/global/contact-us/>

