



## Privacy and Cookie Policy

**Advanced Child Care Assessments Limited t/a Advanced Adult Care Assessments, Advanced Social Care Assessment and Advanced Health Care Assessments** ("ACA", "ASCS", "AHCA" "we", "us", "our") is committed to protecting the privacy of our customers, clients, and website visitors. This notice explains how we collect, store, and use personal data and how we use cookies on our website.

### 1. Who this Privacy Notice is for

- **Data Processor Role:** When we provide services on behalf of instructing parties (such as solicitors or local authorities), we act as a **data processor**. Personal data we process includes both the instructing party and their clients ("you" / "your").
- **Data Controller Role:** In certain cases, ASCS collects personal data directly (for example, via our website). In these cases, we act as a **data controller**. Please see the relevant section below.
- **Your instructing party** (solicitor, local authority) may have their own privacy notice that explains how they process your data as the data controller.

### 2. Principles We Follow

We are committed to:

- Processing personal data lawfully, fairly, and transparently
- Collecting only the personal data necessary for the services we provide
- Keeping data accurate and up to date
- Retaining data only as long as necessary
- Protecting personal data with appropriate security measures



### 3. Personal Data We Collect

We may collect or be provided with the following personal data in the course of providing our services:

- **Identification and contact information:** name, title, postal address, email, telephone number
- **Location data** where relevant
- **Photographic identification**
- **Client information:** including personal details, health records, background information, and case bundles (special category data)
- **Administrative data:** reference numbers, records of correspondence, assessment reports

#### Additional notes:

- Phone calls may be recorded for **quality assurance and legal compliance**.
- Data may come via email, phone, post, or other forms of communication in the course of providing our services.

### 4. How We Use Your Data

We use personal data for purposes including:

- Fulfilling contractual obligations (e.g., completing assessments)
- Responding to queries or requests
- Administering and managing our business, including accounting and record-keeping
- Complying with legal or regulatory obligations
- Pursuing our legitimate interests where your rights do not override those interests



## 5. Legal Basis for Processing

We rely on the following legal bases under UK Data Protection legislation:

- **Contract:** to provide services requested by the instructing party
- **Legal obligation:** compliance with applicable laws
- **Legitimate interests:** where necessary for business purposes or assessment services
- **Special category data:** processed only when necessary for carrying out adult or social care assessments
- **Consent:** obtained where required and may be withdrawn at any time

As a **data processor**, we act under the instructions of the data controller (your instructing party).

## 6. Sharing Your Data

We will not sell your personal data. Data may be shared with third parties only as necessary to provide our services:

- Service providers who assist with IT or system administration
- Independent social workers or other professionals involved in assessments
- Legal or regulatory authorities when required by law

All third parties are carefully selected and must comply with data protection requirements.

## 7. Protecting Your Data

We implement technical and organisational measures to protect personal data from loss, unauthorised access, or disclosure. In the unlikely event of a data breach, we will notify you and the relevant authorities when required by law.

## 8. Storage and Retention

Personal data is retained only as long as necessary for contractual, legal, or regulatory purposes. Retention periods vary depending on the type of



data, but assessment records are generally kept in line with professional and regulatory standards.

## 9. International Transfers

Data is processed primarily in the UK. If we transfer data outside the UK or EEA, we will ensure equivalent protection using safeguards such as standard contractual clauses.

## 10. Your Rights

You or your clients have the following rights under data protection law:

- Access your personal data and confirm how it is processed
- Request correction of inaccurate data
- Request erasure of personal data (subject to legal obligations)
- Request restriction of processing
- Object to processing where it relies on legitimate interests
- Request portability of personal data

**Important:** For clients, requests should generally be made via the instructing party, as they are the data controller. We will assist with these requests as instructed.

We do not charge for requests unless they are unfounded or excessive.

## 11. Cookies

We use cookies to make our website functional and to analyse usage:

### Necessary Cookies:

- Ensure basic website functionality (navigation, secure areas)
- Examples: CookieConsent, elementor, rc::a, rc::c



### **Statistics Cookies:**

- Collect anonymous usage data to improve our site
- Examples: `_ga`, `_ga_#`, `_gat`, `_gid`

You may withdraw or manage your consent at any time via our cookie banner or website settings.

## **12. Contact Information**

### **Data Protection Officer:**

- **Jamie Robinson**
- Email: [Jamie.Robinson@speedmedical.com](mailto:Jamie.Robinson@speedmedical.com)
- Post: Speed Medical House, Matrix Park, Chorley, Lancashire, PR7 7NA

### **Company Details:**

- Registration Number: 05571239
- ICO Registration Number: ZA515773