

PRIVACY POLICY

HEAD OFFICE AND REGISTERED ADDRESS

Verity Healthcare Limited is a private limited company registered in England and Wales under company number 07462140. Our registered office address is 20–22 Wenlock Road, Islington, London, N1 7GU.

Our operational head office is located at 210 Church Road, Gateway Business Centre, Top Floor, Suite 1–12, London, E10 7JQ.

You may contact us by telephone on 0330 043 6899 or by email at enquiries@verityhealthcare.co.uk for general enquiries.

INTRODUCTION

This Privacy Policy explains how Verity Healthcare Limited (“we”, “us”, “our”) collects, uses, stores, and protects personal data in accordance with applicable data protection laws, including UK GDPR and the **Data Protection Act 2018**.

This policy applies to all personal data processed by us in connection with our services, recruitment processes, website usage, and general business operations. This includes data relating to service users, patients, employees, job applicants, and individuals making enquiries.

We are committed to ensuring that personal data is processed lawfully, fairly, and transparently. We also ensure that appropriate technical and organisational safeguards are implemented to protect your information at all times.

This policy is reviewed regularly and updated where necessary to reflect changes in legislation, regulatory guidance, or operational practices.

1. DATA CONTROLLER

Verity Healthcare Limited acts as the data controller for the purposes of data protection law. This means that we determine the purposes for which your personal data is processed and the manner in which that processing takes place.

We are responsible for demonstrating compliance with the data protection principles set out in UK GDPR. In particular, we ensure that personal data is processed lawfully, fairly, and transparently, and that it is collected for specified, explicit, and legitimate purposes.

We take steps to ensure that personal data is adequate, relevant, and limited to what is necessary for the intended purpose. We also ensure that data is accurate, kept up to date where necessary, and retained only for as long as required.

We implement appropriate security measures to protect personal data from unauthorised access, loss, or misuse, and we maintain governance frameworks to support ongoing compliance.

2. CONTACT INFORMATION AND DATA PROTECTION

If you have any questions regarding this Privacy Policy or how your personal data is processed, you can contact our Data Protection Lead using the details below.

You may email us at DPI@verityhealthcare.co.uk, or telephone us on 0330 043 6899.

Our data protection registration number is Z313775X.

We have assigned responsibility for data protection compliance within our organisation, and all requests relating to personal data, including subject access requests, will be handled in accordance with statutory requirements and within the required timeframes.

3. PERSONAL DATA WE COLLECT

We collect and process personal data that is necessary for the provision of our services and the operation of our business.

We may collect identity information such as your full name and date of birth in order to correctly identify you. We may also collect contact information, including your address, telephone number, and email address, so that we can communicate with you effectively.

Where relevant to the services we provide, we may collect health and care information, including medical history, care requirements, and assessment records, in order to deliver safe and appropriate care services.

We may also collect employment and recruitment information when you apply for a role with us, including your work history, qualifications, and references.

In addition, we may collect records of communications, including enquiries, complaints, and feedback, so that we can respond appropriately and improve our services.

When you use our website, we may collect technical data such as your IP address, browser type, and usage patterns to help us improve website functionality and user experience.

We only collect personal data that is necessary, relevant, and proportionate for the purposes for which it is processed. We do not store credit or debit card details.

4. LAWFUL BASIS FOR PROCESSING

We process personal data in accordance with the lawful bases set out in UK GDPR.

We rely on consent where you have given clear permission for us to process your personal data for a specific purpose. You have the right to withdraw this consent at any time.

We process personal data where it is necessary for the performance of a contract, such as when we provide care services or respond to service requests.

We also process personal data where it is necessary for compliance with legal obligations, including regulatory and statutory requirements.

In some cases, we rely on legitimate interests to process personal data, provided that these interests are not overridden by your fundamental rights and freedoms. These interests may include improving our services, ensuring business continuity, and maintaining effective operations.

Where we process special category data, including health information, we do so in accordance with Article 9 of UK GDPR. This includes processing that is necessary for the provision of health or social care services and for meeting employment or social protection obligations where applicable.

We maintain records of our lawful basis for processing and regularly review these to ensure ongoing compliance.

5. HOW WE COLLECT DATA

We collect personal data directly from you when you communicate with us by telephone, email, or written correspondence.

We may also collect information when you complete forms on our website or submit applications for services or employment.

In certain circumstances, we may receive personal data from third parties involved in your care or support, such as healthcare professionals, family members, or referring organisations, where it is appropriate and lawful to do so.

We may use CCTV systems within our premises to ensure the safety and security of staff, service users, and visitors.

We also collect information through cookies and analytics tools when you use our website.

All data collection is carried out in a lawful, fair, and transparent manner.

6. PURPOSES OF PROCESSING

We process personal data in order to deliver safe, effective, and high-quality care services to our service users.

We use personal data to assess care needs, develop care plans, and maintain accurate care records.

We also process personal data to communicate with individuals regarding services, respond to enquiries and complaints, and manage relationships with service users and stakeholders.

In addition, we use personal data to manage recruitment processes, including assessing job applications and communicating with candidates.

We process personal data to comply with legal and regulatory obligations, including those set by the **Care Quality Commission** and the **Information Commissioner's Office**.

We may also use personal data to improve our services, monitor performance, and support business operations.

We do not use personal data for direct marketing unless explicit consent has been obtained.

7. DATA SHARING

We may share personal data where it is necessary and lawful to do so.

We may share information with healthcare professionals and other providers involved in delivering your care, in order to ensure continuity and quality of service.

We may also share data with regulatory bodies, including the Care Quality Commission, where required for compliance or inspection purposes.

We may share information with local authorities or safeguarding bodies where there is a legal or safeguarding obligation to do so.

We may use third-party service providers, such as IT support services, who process data on our behalf under strict contractual agreements.

Where you are applying for employment, we may share your information with prospective employers where you have provided consent.

All data sharing is conducted in accordance with data protection laws, and we ensure that appropriate safeguards are in place. We do not sell personal data.

8. INTERNATIONAL TRANSFERS

Where personal data is transferred outside the United Kingdom or the European Economic Area, we ensure that appropriate safeguards are implemented.

This may include transferring data only to countries that have been deemed to provide an adequate level of protection or using approved contractual safeguards.

We assess all international transfers to ensure that personal data remains protected to an equivalent standard.

9. DATA RETENTION

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected.

Retention periods are determined based on legal and regulatory requirements, including expectations from the Care Quality Commission.

We also consider the nature and sensitivity of the data, the purpose for which it is processed, and the potential risk of harm if the data were to be misused.

When personal data is no longer required, it is securely deleted or destroyed in accordance with our data retention policies.

10. DATA SECURITY

We implement appropriate technical and organisational measures to protect personal data.

These measures include restricting access to personal data to authorised individuals, implementing secure systems and encryption, and ensuring that staff are trained in data protection and confidentiality.

We have procedures in place to detect, report, and investigate personal data breaches. Where required, we will notify the appropriate regulatory authority and affected individuals in accordance with legal obligations.

11. YOUR RIGHTS

You have rights under UK GDPR in relation to your personal data.

You have the right to request access to the personal data we hold about you.

You have the right to request that inaccurate or incomplete data is corrected.

You have the right to request the deletion of your personal data where there is no lawful basis for its continued processing.

You have the right to restrict or object to the processing of your personal data in certain circumstances.

You have the right to request the transfer of your data to another organisation.

You have the right to withdraw consent at any time where processing is based on consent.

We will respond to all requests within one month, in accordance with legal requirements.

12. COOKIES

We use cookies to collect information about how visitors use our website and to improve user experience.

Cookies do not store personal information that identifies you.

You can manage your cookie preferences through your browser settings.

13. THIRD-PARTY LINKS

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of these external sites, and you should review their privacy policies before providing any personal data.

14. COMPLAINTS

If you are not satisfied with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them via their website at <https://ico.org.uk/concerns/> or by telephone on 0303 123 1113.

We encourage you to contact us first so that we can attempt to resolve your concern.

15. POLICY REVIEW AND GOVERNANCE

This Privacy Policy is reviewed regularly as part of our governance and compliance framework.

We ensure that staff receive appropriate training in data protection and confidentiality, and we maintain internal policies and procedures to support compliance with legal and regulatory requirements.

16. CONTACT

If you require further information, please contact us at DPI@verityhealthcare.co.uk or telephone 0330 043 6899.

Updated 17 April 2026