

Privacy Policy

Thank you for visiting www.careadmin.co.uk

This website is operated by Care Admin Ltd (registered number 15808754) which has its registered office address at Care Admin Ltd Unit 5, The Courtyard, Old Court House Road, Bromborough, Wirral CH62 4UE. This Privacy Policy sets out how Single Central Record Ltd uses and protects your personal data.

References in this Privacy Policy to “we”, “us”, “our” and “ourselves” are references to Single Central Record Ltd. We are a ‘data controller’ for the purposes of the Data Protection Act 2018 (DPA 2018) and a ‘controller’ for the purposes of the EU General Data Protection Regulation (GDPR) (i.e. we are responsible for and control the processing of, your personal information). We also act as a ‘data processor’ for the purposes of DPA 2018 and a ‘processor’ for the purposes of the GDPR in the course of our business operations. Our authorised representative for the purposes of the DPA 2018 and the GDPR is Mark Gardner.

What information we collect

Personal information provided by you

Information that you provide by filling in forms on our website. This includes information provided at the time of registering to use our site, ordering any products or services described on our website, posting any information or material or requesting further services.

Care Admin Ltd does not capture or store data about visitors to its website. However, you may choose to give us data such as your name, address, or email for enquiries. If this is the case, the data received will be kept for 6 months. The data is kept for this period to allow for any follow up enquiries and/or information.

If we ask you for personal information, we will:

- make sure you know why we need it;
- only ask for what we need;
- make sure nobody has access to it who shouldn't;
- keep it securely;
- let you know if we share it with other organisations;
- ask you to agree to us sharing your information where you have a choice;
- only keep it for as long as we need to;
- not make it available for commercial use (such as marketing) without your permission;
- provide you with a copy of data we hold on you, on request; and
- have procedures in place for dealing promptly with any disputes / complaints.

In return, we ask you to give us accurate information.

Personal information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices;
- give consent to the transfer of his/her personal data abroad; and
- give consent to the processing of his/her personal data.

Monitoring and recording communications

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

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 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.

Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our website. We use cookies on our website.

For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on our use of cookies please see our Website Cookie Policy here:

<https://careadmin.co.uk/policies/cookies-policy/> .

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

How we use the information about you

We collect information about you so that we can:

- identify you and manage any accounts you hold with us;
- process your order;
- conduct research, statistical analysis and behavioural analysis;
- carry out customer profiling and analyse your purchasing preferences;
- if you agree, let you know about other products or services that may be of interest to you;
- detect and prevent fraud;
- do due diligence checks;
- customise our website and its content to your particular preferences;
- notify you of any changes to our website or to our services that may affect you;
- carry out security vetting; and
- improve our services.

Disclosures of your personal data

We may share your personal data where necessary with the parties set out below for the purposes set out under the above section 'How we use the information about you'.

- Specific third parties, including:
 1. Access Personal Checking Services Ltd (company registration number 07399692) (one of our group companies)
 2. Neotas Ltd (company number 10602502)
 3. Yoti Limited (company number 08998951)
- 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.

International transfers

We do not transfer your personal data outside the UK.

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data, for example:

- access to your account is controlled by a password and user name that are unique to you;
- we store your personal data on secure servers; and

- payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).

We use a certified ISO 27001 data centre. This family of standards helps us manage your information and keep it safe and secure.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see the 'How to contact us' section below).

Data security

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

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 you for six years after you cease being our customer for tax purposes. All other personal data is retained for six months.

What rights do you have?

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.
- You also have the absolute right to object any time to the processing of your personal data for direct marketing purposes.
- 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. 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 see our contact details below.

How to contact us

Please contact us if you have any questions about this Privacy Policy or the information we hold about you. If you wish to contact us, please send an email to info@careadmin.co.uk or write to us at Care Admin Ltd, 46 Seaview Road, Wallasey, CH45 4LA or call us on 0151 6065100.

If you wish to complain about any aspect of our processing of your personal data then please contact us in the first instance. If we cannot resolve your complaint you have the right to complain to the Information Commissioner at www.ico.org.uk.

Changes to the Privacy Policy

We may change this Privacy Policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.