

## PRIVACY NOTICE – SERVICE USER

Under Articles 13 and 14 of the General Data Protection Regulations organisations are required to provide people with information about the intended purposes for processing personal data and the lawful basis, or bases, for the processing.

- The Data Controllers are Aspirations Care Ltd, Aspirations (Midlands) Ltd and New Start Supported Housing Ltd. The contact details are:

Controller's representative, Data Protection Lead and Caldicott Guardian:  
Dan Coleman, Head of Quality

Email: [groupdataprotection@aspirationscare.com](mailto:groupdataprotection@aspirationscare.com)

Telephone: 01452 399190

- Aspirations Care Ltd, Aspirations (Midlands) Ltd and New Start Supported Housing Ltd are not required to appoint a Data Protection Officer
- The purpose of processing is management of customer related activities such as providing support services
- The lawful bases of processing are **Contract, Legal obligation, Vital Interest and Public Interest**
- Special category data is collected under Schedule 1, Part 1, 1 – Vital interests
- Criminal convictions and offences data is collected under Schedule 1, Part 3, 1 – Vital interests
- Personal data may include:
  - Name, contact details, date of birth, Next of kin details
  - Medical information, bank details, NI number, Benefit details, housing arrangements and/or Tenancy agreement
  - Accident and Incident reports
  - Gender, sexual orientation, religion and beliefs, marital or civil partner status, nationality, ethnic or national origin, disability, behaviours, family relationships
  - Criminal offences and convictionsThis list is indicative and not exhaustive
- Personal data may be shared between Group companies, our outsourced IT partner, funding Local Authorities, Social Workers, Health professionals and law enforcement/government authorities. If you lack capacity to consent, data may be shared with your Attorney, Deputy or Appointee
- Personal data is not transferred to third countries

- Personal data is not used or shared for marketing purposes; in the event that Aspirations wishes to feature a Service User in marketing or publicity material an explicit, specific consent form will be obtained
- Unless personal data is transferred to your funding Local Authority when support ceases, it will be retained for a minimum of 6 years following Aspirations ceasing to support you
- The General Data Protection Regulations provide the following rights for individuals:
  - The right to be informed
  - The right of access
  - The right to rectification
  - The right to erasure
  - The right to restrict processing
  - The right to data portability
  - The right to object
  - Rights in relation to automated decision-making and profiling\*\*
- Not all rights relate to all types of data
- \*\* The Aspirations Group of companies does not carry out automated decision-making and profiling
- You have the right to lodge a complaint with The Information Commissioner's Office. Their contact details are:

Address: Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF  
 Telephone: 0303 123 1113 (local rate) or 01625 545 745  
 Fax: 01625 524 510  
 website: [www.ico.org.uk](http://www.ico.org.uk)

Registration numbers for the companies in the Aspirations Group are:

Aspirations Care Ltd	Z8717214
Aspirations (Midlands) Ltd	ZA245612
New Start Supported Housing Ltd	ZA245627

- Your personal data originates from yourself, your funding Local Authority, your Social Worker, internal sources, related to your support, and government authorities. Data is not obtained from publicly available sources
- Provision of your personal data is a contractual requirement and is mandatory. Failure to provide the personal data would mean your support could not commence or continue

Changes to personal data advised by third parties will be advised to you within one month