



SUPPORTED LIVING

PRIVACY NOTICE FOR FAMILIES, CARERS and REPRESENTATIVES

Applies to Aspirations Care Ltd. and Aspirations (SL) Ltd.

1. Introduction

Aspirations Care Ltd. and Aspirations (SL) Ltd. (herein after referred to as “Aspirations”, “we”, “us”, “our”) are committed to protecting your personal data and respecting your privacy.

This Privacy Notice explains how we collect, use, store, share, and protect personal data relating to **family members, carers, advocates, appointees, attorneys, deputies, and other representatives** (“you”) of People We Support.

This notice applies:

- When you first make contact with us
- While you are involved in supporting or representing a person we support
- When you raise concerns, complaints, or compliments
- After your involvement ends, for a limited period in line with legal and regulatory requirements

We review this Privacy Notice regularly to ensure it remains accurate and up to date.

2. What Is Personal Data?

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, **personal data** means any information relating to an identified or identifiable individual.

This includes information that identifies you directly (such as your name or contact details) or indirectly (such as correspondence, opinions, or records of involvement linked to you).

3. Who Is Responsible for Your Personal Data?

Aspirations is the **data controller** for the personal data processed in relation to families and representatives.

We process personal data in accordance with:

- The UK GDPR
 - The Data Protection Act 2018
 - Guidance issued by the Information Commissioner's Office (ICO)
 - Relevant health and social care legislation and safeguarding duties
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4. Our Legal Basis for Processing Your Personal Data

We only process your personal data where the law allows us to do so.

Article 6 UK GDPR - General Personal Data

We rely on one or more of the following lawful bases:

- **Article 6(1)(c) - Legal Obligation**
Where processing is necessary to meet legal and regulatory duties, including safeguarding, complaints handling, and cooperation with statutory bodies.
- **Article 6(1)(e) - Public Task**
Where processing is necessary to carry out tasks in the public interest, including the delivery and oversight of regulated care services.
- **Article 6(1)(f) - Legitimate Interests**
Where processing is necessary for our legitimate interests, such as communicating with families, involving representatives appropriately in care planning, managing relationships, and responding to feedback or concerns, provided these interests are not overridden by your rights and freedoms.
- **Article 6(1)(b) - Contract**
Where applicable, for example where you are a formally appointed representative under a contractual arrangement.

We do not rely on consent as the primary lawful basis for processing personal data in these circumstances.

5. Special Category Data

In some situations, we may process **special category data** relating to you, for example:

- Information about your health where relevant to involvement in care or support
- Equality or accessibility needs
- Information contained within safeguarding or complaint records

We process special category data only where lawful, under one or more of the following conditions:

- **Article G(2)(g)** - Substantial public interest (including safeguarding)
- **Article G(2)(b)** - Employment and social protection law (where applicable)

These conditions are supported by **Schedule 1 of the Data Protection Act 2018**, and appropriate safeguards are in place.

6. How We Obtain Your Personal Data

We may obtain personal data about you from:

- You directly (through contact, correspondence, meetings, or complaints)
 - The person you support (where appropriate)
 - Local Authorities or commissioning bodies
 - Advocates, legal representatives, or statutory services
 - Records created during safeguarding, complaints, or quality assurance processes
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7. What Personal Data We Hold About You

The personal data we may hold includes:

- Name, address, and contact details
 - Relationship to the person we support
 - Records of communication and correspondence
 - Views, opinions, and feedback you provide
 - Records of meetings, reviews, or involvement in care planning
 - Complaints, concerns, or compliments raised
 - Legal authority or representation documentation (where applicable)
 - Safeguarding records (where relevant)
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8. How We Use Your Personal Data

We use your personal data for purposes including:

- Communicating with you about the care and support provided
 - Involving you appropriately in care planning and reviews
 - Responding to questions, concerns, or complaints
 - Managing safeguarding concerns and investigations
 - Meeting legal, contractual, and regulatory obligations
 - Quality assurance, learning, and service improvement
 - Exercising or defending legal rights
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G. Who We Share Your Personal Data With

We may share your personal data, where lawful and necessary, with:

- Internal staff involved in care, safeguarding, and governance
- Local Authorities and commissioning bodies
- Safeguarding adults or children boards
- Health and social care professionals
- The Care Quality Commission (CQC)
- Legal advisors or insurers
- Courts or law enforcement agencies where required by law

We only share personal data that is relevant, proportionate, and necessary for the specific purpose.

10. International Transfers

We do not routinely transfer your personal data outside the United Kingdom.

Where any data is processed using systems or service providers based outside the UK, appropriate safeguards will be in place in accordance with UK GDPR requirements.

11. Accuracy of Your Personal Data

It is important that the personal data we hold about you is accurate and up to date.

Please inform us if your details change or if you believe any information we hold is incorrect.

12. How Long We Keep Your Personal Data

We retain personal data in line with our **Records Retention Policy**.

In most cases:

- Records relating to involvement, complaints, or correspondence are retained for **six years**
- Safeguarding records may be retained for longer where legally required

We only retain personal data for as long as it is necessary and lawful to do so.

13. Your Rights Under Data Protection Law

You have the right to:

- Be informed about how your personal data is used
- Access your personal data
- Request correction of inaccurate data
- Request erasure in certain circumstances
- Request restriction of processing
- Object to processing based on legitimate interests
- Request data portability where applicable
- Not be subject to solely automated decision-making

Some rights may be restricted where information must be retained to protect individuals or meet legal obligations.

14. How to Exercise Your Rights

If you have questions about this Privacy Notice or wish to exercise your rights, please contact:

CEO

Christine Cameron

Aspirations Care Ltd
Corinium House Barnwood Business Park
Corinium Avenue
Gloucester GL4 3HX

Aspirations (SL) Ltd
Kings Buildings
Hill St
Lydney
GL15 5HE

Email: DPO@aspirationscare.com

15. Complaints and the Information Commissioner's Office (ICO)

If you are unhappy with how we handle your personal data, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk>

ICO Registration Number Aspirations Care Ltd: **Z8717214**

ICO Registration Number Aspirations (SL) Ltd: **ZB736413**