

Real People Ltd privacy notice

Real People Ltd

Suite 2, 351 London Road, Hadleigh, Essex, SS7 2BT

01702 551622

paida.mudzi@realpeopleltd.co.uk

Introduction:

Real People Ltd is committed to protecting the privacy and confidentiality of individuals receiving social care services and those who work in it. This Privacy Notice outlines how we collect, use, disclose, and protect personal information in accordance with applicable privacy laws and regulations.

Information We Collect:

We may collect various types of personal information, including but not limited to:

1. Personal details (e.g., name, address, date of birth).
2. Contact information (e.g., phone number, email address).
3. Health and medical information.
4. Social care history and support needs.
5. Financial information (if applicable for billing purposes).
6. Emergency contact details.

How We Collect Information:

We may collect information through various means, including:

1. Directly from the individual receiving social care services.
2. From their legal representatives or guardians.
3. Through assessments, interviews, and interactions with social care professionals.
4. From third parties, such as healthcare providers or government agencies.

Purpose of Information Processing:

We process personal information for the following purposes:

1. Providing and managing social care services.
2. Assessing and understanding individual needs.
3. Communicating with individuals and their support network.
4. Billing and financial transactions (if applicable).
- 5. Compliance with legal and regulatory requirements**

Disclosure of Information:

We may disclose personal information to:

1. Social care professionals and support staff directly involved in service provision.
2. Healthcare providers and specialists involved in an individual's care.
3. Emergency services in case of medical or safety emergencies.
- 4. Legal authorities when required by law or court order.**

Security and Retention:

We take reasonable measures to safeguard personal information from unauthorized access, disclosure, alteration, and destruction. We retain personal information for the period necessary to fulfil the purposes outlined in this Privacy Notice, unless a longer retention period is required or permitted by law.

Individual Rights:

Individuals have the right to access, correct, or request the deletion of their personal information. Requests can be submitted in writing to Paida Mudzi / Director at paida.mudzi@realpeopleltd.co.uk

Contact Information:

If you have any questions, concerns, or requests regarding the privacy of your information, please contact:



Paida Mudzi

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Changes to the Privacy Notice:

We may update this Privacy Notice periodically to reflect changes in our practices or legal requirements. A revised version will be posted on our website, and individuals will be notified of significant changes.

By accessing our social care services, individuals acknowledge that they have read and understood this Privacy Notice.

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