**Tinkers Hatch Privacy Notice**

**Introduction**
At Tinkers Hatch we are committed to protecting and respecting your privacy. This privacy notice explains how we collect, use, disclose, and safeguard your personal data when you interact with us.

**1. Information We Collect**
We may collect and process the following types of personal data:

* **Personal details**: Name, date of birth, address, contact details
* **Health information**: Medical history, care plans, medication records
* **Financial information**: Payment details, funding arrangements
* **Emergency contacts**: Details of family members or legal representatives
* **Staff details**: Employment records, DBS checks, qualifications

**2. How We Collect Information**
We collect information in various ways, including:

* Direct interactions (e.g., forms, calls, emails)
* Automated technologies (e.g., CCTV, website cookies)
* Third parties (e.g., NHS, social services, legal representatives)

**3. Legal Basis for Processing**
We process personal data under the following lawful bases:

* Consent
* Legal obligation
* Contractual necessity
* Legitimate interest
* Vital interest (for emergency medical care)

**4. How We Use Your Information**
We use personal data to:

* Provide safe and effective care services
* Comply with legal and regulatory obligations
* Process employment and payroll
* Improve our services
* Investigate incidents and complaints

**5. Sharing Your Information**
We may share personal data with:

* Health and social care providers (e.g., NHS, GPs)
* Local authorities and regulatory bodies
* Legal representatives and next of kin
* Third-party service providers (e.g., IT support, auditors)
* Law enforcement, if required by law

**6. Data Retention**
We only retain personal data for as long as necessary to fulfil legal, regulatory, and operational requirements. Specific retention periods vary based on the type of information. – Please see separate policy for more information.

**7. Your Rights**
Under data protection laws, you have the right to:

* Access your personal data
* Request correction or deletion of your data
* Restrict or object to data processing
* Withdraw consent where applicable
* Request data portability

To exercise your rights, please contact us using the details below.

**8. Data Security**
We implement strict security measures to prevent unauthorised access, loss, or misuse of personal data, including secure storage, access controls, and staff training.

**9. Contact Us**
If you have any questions about this privacy notice or wish to exercise your rights, please contact:

Tinkers Hatch
New Pond Hill. Cross in Hand, TN210LX
01435 863119
Services@tinkershatch.co.uk

**10. Updates to This Notice**
We may update this privacy notice from time to time to reflect legal or operational changes. The latest version will always be available on our website or upon request.