

Help n Care Solutions Privacy Notice

For website visitors, customers, families, children and young people, applicants, staff and business contacts

Legal entity	HELP 'N CARE CLEANING AND CARE SOLUTIONS LTD
Trading name	Help n Care Solutions
Company number	15401445
Effective / review	August 2026 / August 2027

1. Who we are

HELP 'N CARE CLEANING AND CARE SOLUTIONS LTD, trading as Help n Care Solutions, is the data controller for the personal information covered by this notice. Our company number is 15401445.

Registered office: Office 16, 91 High Street, Evesham, England, WR11 4DN.

Telephone: 01386 365106

Email: info@helpncaresolutions.com

Website: www.helpncaresolutions.com

For safeguarding matters relating to children and young people, use the safeguarding contact published on the Vale Blooming Kidz Adventures pages.

2. What this notice covers

This notice applies across Help n Care Solutions and is intended to replace the older general privacy wording on our website. It covers personal information we use in connection with our website, enquiries, Home Help and Elderly Support, cleaning and household support services, Vale Blooming Kidz Adventures activity based support for children and young people, recruitment and employment, suppliers, payments, complaints and general business administration.

3. Personal information we may collect

- Identity and contact information, such as name, address, telephone number, email address and date of birth where relevant.
- Enquiry, booking and service information, including the support requested, appointment or session details, attendance and correspondence.
- Payment and transaction information. Payment card details are normally processed by the payment provider rather than stored directly by Help n Care.
- Information needed to provide Home Help, Elderly Support or cleaning and household support safely and appropriately.
- For Vale Blooming Kidz Adventures: parent or carer details, child details, emergency contacts, attendance, SEND, disability, communication, sensory, behavioural and support information.

- Health, allergy, medication, dietary or other safety information where it is relevant to the service or activity.
- Safeguarding, accident, incident, risk assessment and complaints records where necessary.
- Photographs or video where an appropriate permission or other lawful basis applies.
- Recruitment and employment information, including CVs, references, right to work information, qualifications, training and DBS decision information where applicable.
- Website and technical information, such as IP address, device and browser information, cookie choices and website usage data.
- Marketing preferences and records of communications with us.

4. How we collect information

- Directly from you through forms, telephone calls, emails, bookings, contracts, registrations and face to face contact.
- From a parent, carer or authorised representative where they are arranging support for another person.
- From staff, applicants, referees, venues, suppliers or professional contacts where relevant and lawful.
- Automatically through our website and cookies or similar technologies, subject to the choices you make through our cookie controls.
- From safeguarding, emergency or public authorities where information sharing is necessary and lawful.

5. Why we use personal information

- To respond to enquiries and take steps requested before entering into a contract.
- To provide and manage services, bookings, activity sessions, payments and customer support.
- To assess whether we can safely and appropriately meet a person's or child's support needs.
- To protect children, adults, staff and others from harm and to meet safeguarding and health and safety responsibilities.
- To recruit, employ, train and manage staff and workers.
- To maintain business, accounting, insurance, legal and regulatory records.
- To manage complaints, incidents, claims and disputes.
- To improve our website and services and understand how they are used.
- To send marketing where we have a lawful basis to do so and to respect opt out choices.

6. Our lawful bases

The lawful basis depends on why we are using the information. We may rely on contract or steps taken at your request before a contract, legal obligation, legitimate interests, recognised legitimate interests where applicable, vital interests in an emergency, or consent where consent is the appropriate basis.

Where we process special category information, such as health, disability, racial or ethnic origin, religion or other protected information, we also identify an additional condition under Article 9 of the UK GDPR and any relevant condition under the Data Protection Act 2018, as amended. Safeguarding information may be used or shared without consent where this is necessary and lawful to protect a child or another person.

7. Children and young people

Children have data protection rights in their own right. For Vale Blooming Kidz Adventures, we take extra care with children's information and aim to explain privacy information in a way that is appropriate to the child's age and communication needs.

- We collect only information that is reasonably needed to assess, book and safely provide the activity support.
- Parents and carers must provide accurate information and tell us about material changes before attendance.
- A child's views and assent are considered where appropriate, even where a parent or carer gives permission.
- Safeguarding records are kept separately from ordinary activity records with more restricted access.
- We do not use children's health, SEND or safeguarding information for unrelated marketing.

8. Photographs, video and social media

Where photographs or video may be used, we distinguish between private updates for families and public marketing or social media. For the children's programme, these require separate permissions. Refusing photography does not prevent a child from being considered for an activity place.

9. Who we may share information with

- Authorised Help n Care staff and workers who need the information for their role.
- Parents, carers or authorised representatives where appropriate.
- Activity venues or service providers where limited information is necessary for safe participation or delivery.
- Payment, website, communications, IT and secure storage providers acting for us.
- Professional advisers, insurers, accountants and legal advisers where necessary.
- Emergency services, health professionals, local authorities, police, DBS, safeguarding bodies or regulators where necessary or legally required.
- Government, tax or other public authorities where we have a legal obligation.

We do not sell personal information to advertisers. Where a supplier processes information for us, we expect appropriate confidentiality, security and contractual safeguards.

10. International transfers

Some website, cloud, communications or other technology providers may process information outside the United Kingdom. Where this occurs, we use the safeguards required by UK data protection law, such as an adequacy decision or approved contractual protections, as applicable.

11. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet safeguarding, legal, tax, insurance, contractual and operational requirements.

Type of record	Typical approach
Unsuccessful enquiries or registrations	Usually up to 12 months after the last meaningful

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	contact, unless a longer period is justified.
Booking, attendance and payment records	Normally retained for the period needed for contractual, accounting and tax purposes, which may be up to 6 years.
Routine child support and risk records	Normally up to 6 years after the last session, subject to safeguarding, insurance and legal review.
Safeguarding records	Kept separately for a period determined by safeguarding purpose, legal requirements and relevant guidance. They are not subject to an automatic short deletion period.
Recruitment records	Unsuccessful applicant records are normally retained for a limited period, commonly around 6 months, unless there is a justified reason to keep them longer.
Photography consent records	For as long as the image is in use plus a reasonable audit period.

12. Keeping information secure

- Access is limited according to role and business need.
- We use account controls and multi factor authentication where supported.
- Children's and safeguarding information is given additional access protection.
- We do not intentionally store child records on unmanaged personal devices or personal cloud accounts.
- We use secure disposal and deletion when information is no longer required.
- Suspected personal data breaches are escalated promptly so that any notification duties can be assessed.

13. Your data protection rights

Depending on the circumstances and the lawful basis used, you may have rights to be informed, access your information, correct inaccurate information, request deletion, restrict processing, object to processing, receive certain information in a portable format, and withdraw consent where we rely on consent.

These rights are not absolute and some information may need to be retained, for example for safeguarding, legal or insurance reasons.

To exercise a right or ask a privacy question, contact info@helpncaresolutions.com or 01386 365106.

14. Complaints about data protection

Please contact us first if you have a concern so that we can try to resolve it. You also have the right to complain to the Information Commissioner's Office.

[Information Commissioner's Office](#)

15. Marketing

We may contact existing or prospective customers about relevant services only where we have a lawful basis to do so. Where consent is required, we will ask for it. You can opt out of marketing at any time by using the unsubscribe method provided or contacting us.

16. Cookies and similar technologies

Our website uses cookies and similar technologies. Essential technologies may operate without consent where legally permitted. Non essential analytics, functional or marketing technologies are used only in accordance with the choices recorded through our cookie controls. Please see our separate Cookie Policy for more information.

17. Changes to this notice

We may update this notice when our services, suppliers, website features or legal requirements change. The current version will be published on our website with its effective date. Material changes may also be highlighted where appropriate.