2 Castleham Rd.
Saint Leonards-on-sea
East Sussex
TN38 9NR

Secure Care UK Ltd Privacy Statement

Last updated: November 2026

Secure Care UK Ltd ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Statement explains how we collect, use, and share personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025, and relevant NHS legislation and guidance.

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1. Who We Are

- **Data Controller**: Secure Care UK Ltd
- **Address**: 2 Castleham Rd, St Leonards on Sea, East Sussex, TN38 9NR
- **ICO registration number**: ZA243852
- **Data Protection Officer (DPO)**: Paul Denne (Head of Finance and IT)

If you have any questions about this Privacy Statement or how we handle your personal data, please contact our Data Protection Officer using the details in Section 12.

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2. What Information We Collect

We may collect and process the following types of personal information:

1. **Identification and contact details**: Name, date of birth, address, telephone number, email address, NHS number.
2. **Health information**: Medical records, appointment details, diagnosis, treatment information, prescriptions, test results, and other clinical or health data relevant to your care.
3. **Administrative and financial data**: Billing information, insurance details, and payment records if relevant.
4. **Website usage data (if applicable)**: When you use our website, we may collect cookies and other online identifiers for functionality and analytics. Please refer to our Cookies Policy for more information if applicable.
5. **CCTV images**: If you visit one of our offices or operational hubs, you may be recorded by our CCTV system.

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3. How We Use Your Information

Your personal data is used to:

1. **Provide healthcare services**: Deliver the care, advice, and support you need, including diagnosis, treatment, and referrals.

2. **Manage appointments and patient records**: Book, coordinate, and remind you of appointments; maintain accurate medical records.
3. **Fulfil legal and regulatory obligations**: Comply with NHS regulations, public health requirements, and other applicable laws.
4. **Communicate with you**: Send important updates about your care, changes to our services, or respond to your inquiries.
5. **Improve our services**: Audit and review the quality of healthcare services provided; conduct training and research in line with NHS guidelines and ethics approvals where required.
6. **Ensure security**: Protect our staff, patients, visitors, and property. We use CCTV at selected offices, operational hubs and other company premises for this purpose. CCTV is not used for routine monitoring of staff.

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4. Lawful Bases for Processing

We will only process your personal data where we have a lawful basis under the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. These include:

1. **Provision of healthcare (Public Task)**: As an NHS healthcare provider or a service commissioned by the NHS, we process your data to provide medical care and meet our public duty to protect public health (Article 6(1)(e) and Article 9(2)(h) of UK GDPR).
2. **Consent**: We may seek your explicit consent for specific uses of your data, such as participating in certain research projects or receiving marketing communications (if applicable).
3. **Legal obligation**: Where necessary to comply with UK law and NHS regulations (e.g., reporting certain infectious diseases).
4. **Vital interests**: In rare emergency situations where your vital interests or those of another individual are at risk and consent cannot be obtained.
5. **Legitimate interests**: We use CCTV at our premises to keep our staff, patients, visitors and property safe (Article 6(1)(f) of UK GDPR).

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5. How We Share Your Information

We only share your personal data when necessary and in accordance with data protection law. Recipients of your data may include:

1. **Other healthcare providers**: Hospitals, clinics, and specialists involved in your care; NHS trusts; ambulance services; and other organisations involved in the delivery of healthcare services.
2. **Service providers**: Third parties that assist us with administrative or technological services (e.g., IT support, secure data hosting), bound by confidentiality obligations.
3. **Regulatory authorities**: The Care Quality Commission (CQC), the Information Commissioner's Office (ICO), and other relevant authorities to meet regulatory or legal requirements.

4. **Research and audit**: Approved research organisations, auditors, or NHS bodies for healthcare improvement, training, or research (with appropriate ethics committee approvals and, where required, your explicit consent or another authorised basis).

We will not sell or rent your personal information to third parties under any circumstances.

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6. International Data Transfers

In general, we store and process your personal data within the UK. If, in exceptional circumstances, your personal data is transferred outside the UK, we will ensure an adequate level of protection in accordance with UK GDPR requirements (for example, through an adequacy decision or by implementing appropriate safeguards such as standard contractual clauses).

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7. How Long We Keep Your Information

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to satisfy any legal, accounting, or reporting requirements. Patient care records are kept for 8 years. Specific retention times vary based on record type. We securely destroy or anonymise your personal information when it is no longer required.

CCTV footage from our premises is normally kept for 30 days. It may be kept for longer if it is needed for an ongoing investigation, legal proceedings, an insurance claim or a police enquiry, and is then securely deleted.

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8. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data, subject to certain legal conditions and exceptions:

1. **Access** – You have the right to request a copy of the personal data we hold about you.
2. **Rectification** – You can ask us to correct any inaccurate or incomplete data.
3. **Erasure** – You may request that we delete or remove personal data where there is no compelling reason for its continued processing.
4. **Restriction** – You can ask us to block or suppress the processing of your personal data in certain circumstances.
5. **Data Portability** – In some cases, you can request the transfer of your personal data to another organisation.
6. **Object** – You can object to certain processing, such as direct marketing, or if processing is carried out under public task or legitimate interests.
7. **Withdraw Consent** – Where processing is based on your consent, you have the right to withdraw consent at any time.

Asking for a copy of your records: To make a subject access request, email dpo@securecareuk.co.uk and put "Subject Access Request" in the subject line, or write to us at the address in Section 12. This includes requests for CCTV footage, which should be made as soon as possible because footage is normally kept for 30 days. We do not hold your whole medical or care record; for a fuller record, please contact the health or care organisation responsible for your care.

To exercise any of your other rights, please contact us using the details in Section 12. We will respond within one month or notify you if we need more time.

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9. National Data Opt-Out

We comply with the NHS National Data Opt-Out policy, allowing individuals to opt out of their confidential patient information being used for purposes beyond their direct care. For more information or to set your preference, visit the NHS National Data Opt-Out website.

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10. How We Protect Your Information

We implement appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access. This includes secure servers, role-based access controls, encryption, and staff training in data protection and confidentiality.

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11. Updates to This Privacy Statement

We may periodically update this Privacy Statement to reflect changes in our practices, regulatory requirements, or for other operational and legal reasons. Please review this page regularly to stay informed about how we process your personal data.

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12. How to Contact Us or Make a Complaint

- **Data Protection Officer**: Paul Denne (Head of Finance and IT)
- **Address**: Secure Care UK Ltd, 2 Castleham Rd, St Leonards on Sea, East Sussex, TN38 9NR
- **Telephone**: 0203 598 5938 (please ask for the Data Protection Officer)
- **Email**: dpo@securecareuk.co.uk

If you have concerns about how we handle your personal data, please contact our DPO in the first instance. If you are not satisfied with our response, you have the right to lodge a complaint with the:

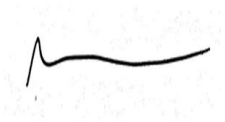
Information Commissioner's Office (ICO)
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113
Website: https://ico.org.uk/

Disclaimer

This Privacy Statement is provided for general information only and may be subject to changes as legislation and NHS guidance evolves. For specific concerns or legal advice, please consult a qualified legal professional.

By using our services, you acknowledge that you have read and understood this Privacy Statement. Thank you for trusting Secure Care UK Ltd with your care. We value your privacy and are committed to safeguarding your personal data in accordance with the highest standards.

Matt Jackson



Managing Director
Secure Care UK