

Privacy Policy

Buchiecare Limited

Start Date: 1 February 2025 Last Updated: 23 January 2026

Introduction

Buchiecare Limited is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with our website, services, or organisation. Buchiecare Limited provides care and support services and acts as the data controller for the purposes of data protection law.

This Privacy Policy should be read alongside any other policies or notices we provide.

Legal Framework

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Where applicable, we also adhere to the EU GDPR.

We have not appointed a Data Protection Officer, as we are not legally required to do so. Responsibility for data protection sits with our management team.

Consent

By using our website or services, you consent to the collection and use of your personal data as described in this Privacy Policy. Consent is obtained during onboarding, assessments, care planning, and service delivery where applicable. Where consent is the lawful basis for processing, you may withdraw your consent at any time. Withdrawal of consent will not affect the lawfulness of processing carried out before it was withdrawn.

Lawful Basis for Processing

We collect and process personal data only where we have a lawful basis to do so, including consent, the performance of a contract, compliance with a legal obligation, legitimate interests, and tasks carried out in the public interest. Where individuals lack capacity, decisions are made in accordance with the Mental Capacity Act 2005 and in the person's best interests.

Personal Data We Collect

We may collect personal, health, and care-related information necessary to provide safe and effective care.

Data collected automatically may include IP address, location data, and pages viewed.

Data collected directly from you may include name, date of birth, contact details, address, payment information, and information shared during care assessments or communication.

How We Use Your Personal Data

We use personal data to provide and manage care services, communicate with individuals and families, create and review care plans, manage risk, support safeguarding, process payments, prevent fraud, and meet legal and regulatory obligations.

Sharing Your Personal Data

Personal data may be shared internally with staff who need access to perform their duties.

We may share information with trusted third parties such as healthcare professionals, local authorities, safeguarding bodies, financial providers, and IT or communication services where required to provide care or protect individuals.

We may also disclose information where required by law or to protect legal rights.

Data Retention

Personal data is retained only for as long as necessary and in line with health and social care record retention schedules and legal requirements.

Data Security

We take appropriate technical and organisational measures to protect personal data. Staff receive training in confidentiality and data protection. Access is restricted to authorised personnel only. While all reasonable steps are taken, no system can be completely secure.

Your Rights

You have the right to be informed, access your data, request corrections, request erasure, restrict or object to processing, and request data portability.

Children's Data

Buchiecare Limited provides services to adults only and does not knowingly collect personal data from children under 16 years of age.

Cookies

Our website uses cookies to improve functionality and user experience. Cookies can be managed or disabled through browser settings, though some features may not function correctly without them.

Policy Updates

This Privacy Policy may be updated to reflect legal or operational changes. Updates will be shown by revising the last updated date.

Contact Information

If you have questions, concerns, or requests regarding your personal data, please contact:

Buchiecare Limited Email: information@buchiecare.co.uk Address: A.R.T Centre, Tan House Lane, Widnes, England, WA8 0RR

You have the right to raise concerns with the Information Commissioner's Office if you believe your data has been handled improperly.