



Willow Family Care Ltd

Privacy Notice

Version 1.0

Last Updated: July 2026

Privacy Notice

Willow Family Care Limited is committed to protecting the privacy and personal information of the children and young people we care for, their families, our staff, professionals and anyone who interacts with our service.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable legislation.

Who we are

Willow Family Care Ltd

Company Registration Number: **15816033**

Registered Office:

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone:

[01903 250530](tel:01903250530)

Email:

info@willowfamilycare.co.uk

Data Protection Contact

Our Data Protection Lead is:

Jamie Harrocks

Email: info@willowfamilycare.co.uk

Telephone: [01903 250530](tel:01903250530)

The information we collect

Depending upon your relationship with Willow Family Care we may collect:

Children and Young People

- Name
- Date of birth
- Address history
- Social Worker details
- Education records
- Health information
- Mental health information
- Medication records
- Behaviour support plans
- Risk assessments
- Safeguarding information
- Incident reports
- Family information
- Court orders
- Photographs
- CCTV footage
- Financial information relating to placements

Parents and Family Members

- Contact details
- Relationship information
- Court documentation
- Communication records

Staff

- Employment information
- DBS information
- References
- Qualifications
- Payroll information
- Training records
- Supervision records
- Performance records

Visitors and Professionals

- Contact details
- Organisation
- Visit records
- CCTV images where applicable

Why we process information

We process personal information to:

- Safeguard children and young people
- Deliver residential care
- Meet statutory obligations
- Protect staff and visitors
- Communicate with local authorities
- Work alongside education providers
- Work alongside healthcare professionals
- Meet Ofsted requirements
- Manage recruitment
- Administer employment
- Process payroll
- Meet legal obligations

Lawful basis for processing

Depending upon the circumstances we rely upon:

- Legal obligation
- Public task
- Vital interests
- Legitimate interests
- Contract

Where special category information is processed we rely upon additional conditions under Article 9 UK GDPR including safeguarding, health and social care, and substantial public interest where appropriate.

Who we share information with

We only share information where lawful and necessary.

This may include:

- Local Authorities
- Ofsted
- Police
- NHS services
- CAMHS
- Schools and colleges
- Courts
- Solicitors
- Independent Reviewing Officers
- Advocates
- Regulation 44 visitors
- External professionals
- Payroll providers
- IT providers

Systems we use

We use secure systems including:

- Microsoft 365
- ClearCare
- RotaCloud
- OneFile

- Xero

These providers process information under appropriate contractual arrangements and security measures.

CCTV

Willow Family Care uses CCTV in certain areas for safeguarding, security and crime prevention.

CCTV is operated in accordance with our CCTV Policy.

CCTV is **never installed in bedrooms, bathrooms or other private areas**.

How long we keep information

We retain records in accordance with legal requirements, ICO guidance and our Data Retention Schedule.

Retention periods vary depending on the type of information.

Your rights

Individuals have rights including:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure (where applicable)
- Right to restrict processing
- Right to object
- Right to data portability (where applicable)

Some rights may be restricted where safeguarding duties or other legal obligations apply.

Complaints

If you have concerns about how we use your information please contact our Data Protection Lead first.

If you remain dissatisfied you may complain to the Information Commissioner's Office (ICO).

Accessibility

We are committed to making our information accessible.

If you require information in an alternative format, please contact us and we will consider reasonable requests where practicable.

Website Cookies

Our website may use cookies to improve user experience and website performance.

Further information can be found in our Cookie Policy.

Contact

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