

EXPECT LTD

GENERAL PRIVACY NOTICE

Who Are Expect Ltd

Expect Ltd provides high-quality supported living and community services. We also operate a Day Centre supporting adults with complex mental health needs.

What is a “Privacy Notice”?

We care about your personal data and it’s important that you know how we use it and how we keep it safe.



A privacy notice is a statement to service users, visitors, the public and staff that describes how we collect, use, retain and disclose personal and confidential information. It is sometimes referred to as a “privacy statement”, “fair processing statement” or “privacy policy”.

Issuing this privacy notice helps us to show our commitment to fairness and transparency with regard to how we handle and use personal and confidential information.

It helps us to empower individuals by explaining what rights they have to control how we use their personal information.

We will review our Privacy Notice on an annual basis.

This Privacy Notice is not exhaustive, and we are always happy to provide any additional information or explanations on request.

What personal information might we collect and how might we use it?

We may ask for and store personal information to help us deliver the care and support that the people that we support need. We will only use the minimum amount of information necessary for the purpose.

Our records may include:

- Basic details such as name, address, date of birth, next of kin, contact details etc.
- Personal information regarding sexuality, race, religion or beliefs
- Details of the support needs of our service users include referrals, care plans, risk assessments, missing person's procedures etc.
- Information about service users' health and medical history including details of health conditions, medical professionals, medication requirements, allergies etc.
- Details and records of the care provided by us, including notes and reports about our service users' daily activities, support needs, behavior, visitors, social interactions and their health
- Information, opinion, guidance and advice from people who have a particular interest in the care and support we provide our service users such as health professionals, relatives etc.
- Information relating to the financial affairs of service users
- Information relating to recruitment and employment such as pay records, taxation, medical conditions, employment history and performance reviews etc.
- Information to enable us to meet our contractual and regulatory obligations
- Details of services provided to us by suppliers including contractual information, payment details etc.

Information is collected by us in several ways including:

- Information supplied by local authorities, health boards and other care commissioning groups
- Information provided by other professionals who have an interest in our service user's care e.g. health & social care professionals
- Information collected by our staff in the process of providing the care and support for our service user's needs
- Information provided by service users, their representatives or family members
- Information provided because of individuals accessing and using our website
- Information provided to us by suppliers

Records may be electronic, paper or a mixture of both, and we use a combination of work practices and technology to ensure that information is kept confidential and secure.

The information collected may be used:

- To continually review and adjust the care plans that are in operation for each of our service users
- To produce and implement informed risk/safety assessments
- To help inform our care planning process
- To ensure that the support we provide is safe and effective
- To work effectively with other organisations who may be involved in service user's care
- To help us manage the employment affairs of our staff
- To ensure that sufficient staffing is always available to meet the needs of service users
- To enable continuous review and development of our services
- To identify and deliver appropriate training plans for our staff
- To enable us to meet all our regulatory and legal obligations
- To prepare statistics on our performance
- To secure services from suppliers that are needed by us in the day-to-day running of our business

Our legal basis for processing this data is as follows:

Service Users	Legal basis for Processing
	1. Processing is necessary for us to comply with the law 2. Processing is necessary to protect the vital interests of the individual 3. Processing is necessary for us to perform a task in the public interest and the task or function has a clear basis in law 4. Processing is necessary for the legitimate interests of the individual or the legitimate interests of a third party
	Legal Basis for Processing Sensitive Data
	1. Processing is necessary to protect the vital interests of the individual 2. Processing is necessary for reasons of substantial public interest 3. Processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services
Staff	Legal Basis for Processing
	1. Processing is necessary for a contract we have with the individual, or because they have asked us to take specific steps before entering into a contract 2. Processing is necessary for us to comply with the law 3. Processing is necessary for us to perform a task in the public interest and the task or function has a clear basis in law 4. Processing is necessary for the legitimate interests of the individual or the legitimate interests of a third party
	Legal Basis for Processing Sensitive Data
	1. Processing is necessary for employment & social security 2. Processing is necessary for reasons of substantial public interest 3. Processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services
Relatives and other Key Persons Other Health / social Care Professionals	Legal Basis for Processing
	1. Processing is necessary for us to perform a task in the public interest and the task or function has a clear basis in law 2. Processing is necessary for the legitimate interests of the individual or the legitimate interests of a third party
	Legal Basis for Processing Sensitive Data
	1. Processing is necessary for reasons of substantial public interest 2. Processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services

Local Authorities, Health Boards and other Care Commissioning Groups The Regulatory Body	Legal Basis for Processing
	1. Processing is necessary for a contract we have with the individual, or because they have asked us to take specific steps before entering into a contract 2. Processing is necessary for us to perform a task in the public interest and the task or function has a clear basis in law
	Legal Basis for Processing Sensitive Data
	1. Processing is necessary for reasons of substantial public interest 2. Processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services
Suppliers	Legal Basis for Processing
	1. Processing is necessary for a contract we have with the individual, or because they have asked you to take specific steps before entering into a contract 2. Processing is necessary for the legitimate interests of the individual or the legitimate interests of a third party
	Legal Basis for Processing Sensitive Data
	1. Processing is necessary for a contract we have with the individual, or because they have asked you to take specific steps before entering into a contract 2. Processing is necessary for the legitimate interests of the individual or the legitimate interests of a third party
Website Visitors	Legal Basis for Processing
	1. The individual has given clear consent for us to process their personal data for a specific purpose.

We respect that an individual's right to privacy and confidentiality continues after they have left our care, stopped working with or at Expect Ltd or if they have passed away

How is information retained and kept safe?

We are committed to protecting your privacy and will only process personal confidential data in accordance with UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, Data (Use and Access) Act 2025 and the Common Law Duty of Confidentiality and the Human Rights Act 1998.

Expect Ltd is a Data Controller for personal information described in this Privacy Notice and under the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 and Data (Use and Access) Act 2025 we are legally responsible for ensuring that all personal data that we collect and use i.e. hold, obtain, record, use or share about you is done in compliance with this legislation.

Information is retained in secure electronic and paper records and access is restricted to only those who need to know.

Everyone working for Expect Ltd is subject to the Common Law Duty of Confidentiality and the Data Protection Act 2018 & Data (Use and Access) Act 2025. Information provided in confidence will only be used for the purposes to which consent has been provided, unless there are other circumstances covered by the law.

All staff are required to undertake training in data protection, confidentiality & IT/Cyber security and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures.

Who will information be shared with?

To provide the best care possible, sometimes we will need to share information that we hold with others. We may share information with a range of health and social care organisations and regulatory bodies. These organisations may contact individuals directly for a specific reason; they have a duty to explain why they have made contact.

Information sharing is governed by specific rules and law. We will share information as the law allows and always in a sensitive and accessible format.

We will only ever pass on personal and confidential information if other parties have a genuine need and a clear right to access it. We will not disclose information to any third party in any other circumstance unless there are exceptional reasons that necessitate such disclosure (i.e. life or death situations).

Where personal data is transferred outside the UK, appropriate safeguards required by UK GDPR will be implemented, including adequacy regulations or approved contractual safeguards. We will never sell any information about you.

Your Rights

You have certain legal rights, including a right to have your information processed fairly and lawfully.

You have a right to request copies of the information that we hold and to have it rectified or erased should it be inaccurate. To exercise these rights, you should submit a request either in writing to:

Expect Ltd,
149 – 151 Stanley Road
Bootle,
Liverpool,
Merseyside,
L20 3DL

Or via the following email address:

enquiries@expect.org.uk

Or speak to one of our employees. You will need to give adequate information (for example full name, address, date of birth, and details of your request) so that your identity can be verified, and your records are located.

In most normal circumstances, we will respond within one calendar month of receiving a valid request.

You also have rights to restrict the data we collect, have your personal data provided in a form that is portable and have the right to object to processing where permitted by Law.

Withdrawal of consent

Where we rely on consent as our lawful basis for processing, you have the right to withdraw consent of the processing of your data easily and at any time by contacting terry.pritchard@expect.org.uk. This will not affect the lawfulness of processing carried out before consent was withdrawn.

Retention and disposal of personal data

We maintain a retention and disposal schedule which explains how long we keep different types of records and documents, including records and documents containing personal data. Personal data is deleted or securely destroyed at the end of its retention period.

Contacting us if you have a complaint or concern

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention, and we take any complaints we receive very seriously.

Data protection enquiries, please contact our Data Protection Officer or submit a complaint in writing to:

Expect Ltd
Data Protection Officer: Terry Pritchard
149 – 151 Stanley Road
Bootle,
Liverpool,
Merseyside,
L20 3DL
Tel: 0151 284 0025

Or via the following email address:

Terry.pritchard@expect.org.uk

A copy of our “Complaints Procedure” is available on request.

If you remain dissatisfied with the outcome of your complaint, you may wish to contact:

Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Their web site is at www.ico.gov.uk.

Change of details

It is important that you tell us if any of your personal details such as your name or address have changed or if any of your details such as date of birth are incorrect so that we may amend our records accordingly.

The General Data Protection Regulation (UK GDPR)

Controls on how we collect and use personal data. It will encompass all the current requirements of the Data Protection Act 2018 & Data (Use and Access) Act 2025 and enhances the rights of individuals in a number of areas.

Further information about it can be found on Information Commissioners' Office website www.ico.org.uk

What are cookies?

When you visit our website, you may be presented with a cookie banner allowing you to accept, reject or manage non-essential cookies. Essential cookies required for the operation of the website do not require consent. We may, on occasion, gather information about your computer to provide statistical information about the pages people visit and other general purposes related to visitor traffic.

Such information will not identify you personally; it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Cookies are small text files which are stored by the browser on your computer. Only the information that you provide, or the choices you make while visiting a website, can be stored in a cookie. Allowing a website to create a cookie does not give that or any other site access to the rest of your computer, and only the site that created the cookie can read it.

Some cookies may be stored on your machine by third parties when you use our website. We have no control over these cookies or how the third parties use them.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

We may use cookies for the following purposes:

Session cookies – Used to remember which pages you visited, or for when you use the 'Back' button. Once you close your browser or log out, the cookie will expire and be deleted.

Persistent cookies – Can be used to store information or settings about you to improve your experience on a website. For example, "Remember me" cookies which store your username and password when you visit a site. This is not used to identify you: only to make logging into a website faster and more convenient.

Third Party cookies – These are cookies placed by another website or service i.e. it has a different address to the one you see in your browser's address bar: in other words, a third-party. They are used to allow that third party to provide a service to us.

The third-party cookies possibly used by our site are as follows:

Google

Purpose: To enable Google functionalities such as Google search, Maps, Analytics. Their privacy policy can be viewed here:

<http://www.google.co.uk/intl/en/policies/privacy/>

Anonymous analytics

Every time a user visits our website, web analytics software provided by a third party generates an anonymous analytics cookie. These cookies can tell us whether you've visited the site before. Your browser will tell us if you have these cookies, and if you don't, we will generate new ones.

This allows us to track how many unique individual users we have, and how often they visit the site. These cookies cannot be used to identify individuals; they are used for statistical purposes only. This allows us, for example, to group similar audiences for customised content.

If you'd prefer to restrict, block or delete cookies from Expect.org.uk, or any other website, you can use your browser to do this.