



# Solva Care Privacy Notice

## Our contact details

Name: Bruce Payne

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Website: <https://www.solvacare.co.uk/>

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics – these include:
  - Names
  - Postal addresses
  - Email addresses
  - Customer, trustee and employee financial information
  - Employee, trustee and client data

## How we get the personal information and why we have it

Most of the personal data we process is provided to us either directly by you by email or through event-organising or survey platforms, for one of the following reasons:

- To meet legal requirements
- To inform you of any events, articles, or publications
- To collect feedback on our work with you

We use the information that you have given us in order to:

- Spread knowledge on Solva Care and its activities
- Understand the impact of our work
- Learn what we can do better, and how

We will not share this information with any other third party without your expressed consent.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is that we have:

- **Legal obligation**
- **Consent.** You can remove your consent at any time. You can do this by contacting Bruce Payne
- **Contract**
- **Legitimate interests**

We may share this information with the Charity Commission, our payroll company and HMRC.

## How we store your personal information

Your information is securely stored.

The data is saved in a folder with limited access, and only specific members of Solva Care have access to them.

We keep personal identifiers and employment information data for 18 months. We will then dispose of your information by deleting securely from our systems.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [brucepayne241@gmail.com](mailto:brucepayne241@gmail.com) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [brucepayne241@gmail.com](mailto:brucepayne241@gmail.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office - Wales  
2nd Floor, Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Please phone 0330 414 6421 to talk to the team

Website: [Wales office | ICO](#)