Updated June 2026

DATA PROTECTION AND PRIVACY POLICY

Our contact details

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Email: brhuckvaleltd@gmail.com

The type of personal information we collect

We currently collect and process the following information from clients and staff:

- **personal identifiers**: names, addresses and contact details;
- **financial information**: payment details, transaction history and payroll data;
- **Special Category Data**: essential personal/medical and health information and criminal record (DBS) certificate information.

How we acquire personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- making bookings and managing client accounts;
- paying for services and processing staff payroll;
- ensuring health, safety and safeguarding compliance within our operations.

We may share this information with medical professionals in the event of a medical emergency, or with statutory bodies (such as HMRC or the DBS) where legally required to do so.

Lawful bases for processing

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are as follows:

1. **your consent**, where you have explicitly opted into specific communications (you can remove your consent at any time by contacting us);
2. **contractual obligation**, where processing your data is necessary to fulfil our service agreements, bookings, or employment contracts;
3. **legal obligation**, where we are required by law to retain financial, tax, or safeguarding records;
4. **legitimate interests**, for the effective, safe, and secure day-to-day management of our business;
5. **vital interests**, to protect an individual's life in a medical emergency.

In situations where we process special category data (such as health or criminal conviction data), we do so under strict compliance conditions relating to employment, social security, social protection law, and vital medical interests.

How we store your personal information

Your information is securely stored. Physical documents are kept in secure, lockable containers, and digital information is protected via password-controlled internal systems and secure online software.

We retain your personal and financial information in internal records for a maximum of one year following the end of our relationship, and within our online booking and accounting systems for six years, to comply with UK HMRC and Companies Act statutory requirements.

Once these retention periods have elapsed, we will permanently destroy your data by deleting electronic records and securely shredding hard copies.

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 or complete personal information you think is inaccurate or 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 right object to the processing of your personal information (e.g., for direct marketing)
- **Your right to data portability:** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in a structured, commonly used format.

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 using the contact details above 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 directly to us using the contact details above.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your data, at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: www.ico.org.uk