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# Generated privacy notice - general business

## Jennifer M Whittall Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Our contact details

### Post

Suite 3, 6 Hawksworth Road, Central Park, Telford, Shropshire, TF2 9TU, GB

### Telephone

01952 290353

### Email

Racheal@jmw-ltd.co.uk

## What information we collect, use, and why

We collect or use the following information to **comply with legal requirements**:

* Identification documents
* Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
* Health and safety information

We also collect or use the following information to **comply with legal requirements**:

* Health information

## Lawful bases

Our lawful bases for collecting or using personal information for **legal requirements** are:

* Consent
* Contract
* Vital interests

## Where we get personal information from

* People directly
* Health care providers

## How long we keep information

| **Document** | **Description/Example** | **Retention Period** |
| --- | --- | --- |
| Client records (adult)  Client records (minor) | NB. Under GDPR you should only keep information for as long as you need it and obliged to delete if no longer require it. | 7 years from date of last session.  Children until they are 21 years and 3 months of age  Safeguarding documentation to be kept until 25 years of age |
| Finance documents | Invoices, electronic banking, cheque books received and paid, Bank Statements  Electronic banking | 6 years |
| Employee files | Paper and hardcopy | 6 years after employee leaves.  Limitations Act 1980 |
| Income Tax Records and Wages | Income tax and NI returns, income tax records and correspondence with Inland Revenue | Not less than 3 years after the end of financial year.  Income Tax Employments Regulations 1993 (SI1993/744) |
| Pension and Retirement | Benefits/Schemes | 6 years from the end of the Scheme year in which event took place. |
| Policies |  | Until superseded |
| Sickness records | Statutory maternity pay records, calculations (Mat B1) and any other medical evidence | 3 years after the end of the tax year in which the maternity period ends.  The Statutory Sick Pay (General) Regulations 1982 |
| Accident Books | Records, reports and incident forms | 3 years after the date of the last entry.  The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) |

## Who we share information with

### Other organisations

* Health care providers
* Organisations we need to share information with for safeguarding reasons
* Professional or legal advisors
* Relevant regulatory authorities
* Professional consultants
* Emergency services (where necessary)

## 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 data.

**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

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

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

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

18 May 2024