



# PRIVACY POLICY

*This policy applies to services brought to you by L&L Consultancy Group Ltd, including the 360 Home Check service.*

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Author:	Co-founder	
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**This policy will be reviewed every two years at minimum.**

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1	July 2020	Lilian Beasant	L&L Co-founders	Original document
2	July 2023	Lilian Beasant	L&L Co-founders	Branding changes to bring in line with new branding.
3	September 2025	Laura Marshall	L&L Co-founders	Update for 360 Home Check

## Contents

Contents.....	1
1. Introduction.....	2
2. What type of information do we collect? .....	2
3. How we collect information and why we collect it. ....	2
4. What we do with the information we collect. ....	3
5. How we store the information we collect.....	3
6. Your data protection rights.....	4
7. How to complain about the use of your data.....	4
8. Contact for queries or request to change how we use your data. ....	4

## 1. Introduction

Your privacy is important to us, we are committed to maintaining your privacy by keeping personal information you share with us stored safely and used appropriately. This document tells you how we use, store and dispose of your personal information; how you can contact us about the use of your personal information and how to complain if you are unhappy about our use of your personal information.

## 2. What type of information do we collect?

We currently collect and process the following information:

- Personal identifiers, contact information, and identifiable characteristics such as reference/ ID numbers (for example, name and contact details, care notes/ records, NHS Number and other ID).

## 3. How we collect information and why we collect it.

Some of the personal information we process is provided to us directly by you.

We gather information that people have consented to giving us, either by:

- completing a form on our website (e.g., FAQ form or contact form),
- signing up to our newsletter or mailing list,
- registering onto one of our courses
- or from completing a feedback form at one of our workshops/ events.

Sometimes the information we receive comes from employers of people we are working with, for example we may receive from an employer personal identifiable data regarding a delegate attending an event we are hosting.

We collect this information to allow us to contact you or share information with you either to support you with a query you have made, services you have requested, to update you about our current services, or to confirm booking information for events you have signed up to. Under these circumstances consent is usually sought by the employer from the individual.

For some of the services we deliver we may receive personal identifiable data about individuals from organisations caring for/ providing support to them or have recently supported them. This type of data is collected and used solely for the purpose of particular pieces of work/ projects. Under these circumstances consent is usually sought by the organisation from the individual.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is your consent. **You can remove your consent at any time. You can do this by e-mailing us at [admin@llcg.co.uk](mailto:admin@llcg.co.uk)**

## 4. What we do with the information we collect.

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

- contact you to provide confirmation of any services you have purchased or registered to receive from us,
- contact you about the details of or changes to a service you have registered for, such as workshop content, time/ venue changes.
- contact you regarding services we offer that may be of interest to you,
- send you our newsletter,
- respond to a question you have asked us,
- invite you to events we are hosting or involved in,
- invite you to partake in surveys to help us improve or develop our services.
- Undertake contracted services such as improvement projects, Independent Reviews, Engagement Sessions and Coaching and Mentoring.

Where relevant we may need to include your name and telephone number and the contact details on a printed list to have present at workshops to refer to in case we need to contact before, after or during a workshop.

We may share your information with associates contracted by us to support the service we are delivering and providing services on our behalf, (e.g. associates delivering workshops on our behalf or clinicians reviewing care plans) to use as outlined above. If we do share your information with associates this will be done by providing access to a document or folder saved in an end-to-end encrypted cloud storage.

## 5. How we store the information we collect.

Your information is securely stored electronically on a cloud storage with end-to-end encryption, this means only we can see your personal details.

We keep information regarding your name, contact details, age, gender, ethnicity, job title and employer for up to twelve months after you have received a service from us (e.g., attending a workshop or event).

If you submit a query to us via our website then we will keep your name, contact details, role, and employer for up to six months after your query has been answered/ resolved.

Any bank details that you provide us will be deleted/destroyed within two working days of receipt of your payment.

Any hard copies of your information will be kept in a locked filing cabinet in locked premises. At our workshops, limited personal information (name and phone number) will be stored in closed envelopes and kept by the workshop facilitator.

Hard copies of your information will be destroyed by shredding, within one working week after it is no longer required.

Care records/ notes used as part of service reviews or Independent Reviews will be deleted/ destroyed three to six months following the end of the review.

All electronic data will be deleted from our end-to-end cloud storage following the relevant retention period referred to above, or within one working week following a request from you asking us to delete your personal information from our records.

## 6. 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 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 information 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 information you gave us to another organisation, or to you, 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.

## 7. How to complain about the use of your data

You can make a complaint to the ICO using the details below if you are unhappy with how we have used your data.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113

## 8. Contacts for queries or request to change how we use your data.

Please contact us if you wish to make a request or complaint directly to us.



E-mail: [admin@llcg.co.uk](mailto:admin@llcg.co.uk) or [360homecheck@llcg.co.uk](mailto:360homecheck@llcg.co.uk)

Main point of contact: Lilian Beasant, Co-founder, [lilian@llcg.co.uk](mailto:lilian@llcg.co.uk)

For any queries or comments in relation to this policy please contact Lilian Beasant, Co-founder [lilian@llcg.co.uk](mailto:lilian@llcg.co.uk)