

Data Protection Policy

Business name: CHRIS SHONE (Help Me Sort IT)

Owner: Chris Shone (Sole Trader)

Location: Suffolk, United Kingdom

Policy last reviewed: 20/11/2025

1. Purpose of this Policy

CHRIS SHONE (Help Me Sort IT) is committed to protecting the privacy and security of all personal data handled in the course of providing home care and support services.

This policy explains how I collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope

This policy applies to all personal information collected and processed by *CHRIS SHONE (Help Me Sort IT)* in relation to clients, their families, and relevant professionals. It covers both paper and electronic records.

3. Data Protection Principles

I follow the six key principles of data protection. Personal data must be:

1. Processed lawfully, fairly, and transparently.
2. Collected only for specified and legitimate purposes.
3. Adequate, relevant, and limited to what is necessary.
4. Accurate and kept up to date.
5. Kept for no longer than necessary.
6. Processed securely to maintain confidentiality and integrity.

4. Personal Data Collected

I may collect and process the following types of personal information:

- Name, address, and contact details
- Date of birth and emergency contact information
- Health, medical, and care needs information
- Care plans and service notes
- Financial and invoicing details (if applicable)
- Records of communications and visits

5. Lawful Basis for Processing

- Contract: To provide tech support services agreed with the client.
- Legal obligation: To meet tax, and record-keeping requirements.
- Consent: For specific situations, such as sharing care details with family members or professionals.
- Vital interests: When processing is necessary to protect someone's life or wellbeing.
- Legitimate interests: For the efficient and safe operation of my business.

6. How Personal Data Is Used

Personal data is used solely to:

- Deliver tech support services.
- Maintain accurate records.
- Communicate with clients, families, and relevant professionals.
- Comply with legal and regulatory obligations.
- Manage billing and business administration.

7. Data Security

I take appropriate steps to ensure personal data is kept secure, including:

- Password-protected computer and encrypted devices.
- Locked storage for paper records.
- Regular data backups.
- Secure disposal (e.g., shredding) of old records.
- Avoiding sharing personal data via unsecured channels.

8. Data Retention

I retain personal data only for as long as necessary:

- Client records: Minimum 7 years after support ends.
- Financial records: 6 years (per HMRC requirements).

After this time, data is securely destroyed or anonymised.

9. Sharing Personal Data

Personal data may be shared only when necessary and lawful, for example with:

- Local authority or regulatory bodies (if required by law).
- Family members or representatives (with the client's consent).
- I never sell or share personal data for marketing purposes.

10. Rights of Individuals

Clients and other individuals have the right to:

- Access their personal data.
- Request correction of inaccurate data.
- Request deletion (“right to be forgotten”).
- Restrict or object to certain processing.
- Lodge a complaint with the Information Commissioner’s Office (ICO).

11. Data Breaches

If a data breach occurs (e.g., loss or unauthorised access to data), I will:

- Record the breach details.
- Assess the risk to individuals.
- Notify the ICO within 72 hours if required.
- Inform affected individuals if there is a high risk to their rights and freedoms.

12. Responsibilities

As the sole trader, I am the Data Controller and responsible for ensuring compliance with this policy and with data protection laws.

Data Protection Lead:

Name: Chris Shone

Business name: CHRIS SHONE (Help Me Sort IT)

Email: chris@chrisshone.com

13. Policy Review

This policy will be reviewed annually or sooner if legal requirements change.

Signed: *Chris Shone*

Name: Chris Shone

Date: 20/11/2025