
PRIVACY PROMISE

WHO WE ARE

Pringle's Care Services Limited is a company registered in England and Wales under company number **06902046**. Our registered office is at **Crown House, North Circular Road, Park Royal, London, NW10 7PN**.

In this privacy promise, “we”, “us”, and “our” mean **Pringle's Care Services Limited**.

We are committed to protecting your personal data and respecting your privacy. This privacy promise explains how we collect, use, store, and share personal information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection laws.

OUR PROMISE TO YOU

We respect your privacy and process your personal data lawfully, fairly, and transparently.

The law says that the personal information we hold about you must be:

- used lawfully, fairly, and in a transparent way;
- collected only for valid purposes that we have clearly explained to you and not used in a way that is incompatible with those purposes;
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we collected it for; and
- kept securely.

HOW TO CONTACT US

We have responsibility for data protection and privacy matters within Pringle's Care Services Limited.

If you have any questions about this privacy promise or how we handle your personal information, please contact:

[Name of Privacy Lead / Data Protection Lead]
Caserine Hudson

Pringle's Care Services Limited

Email: monitoring@pringlecare.services.co.uk

Telephone: 02037437355

Address: Crown House, North Circular Road, Park Royal, London, NW10 7PN

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues, at any time. We would, however, appreciate the chance to deal with your concerns first.

CALL RECORDING AND MEETING NOTES

We may record telephone calls for training, quality monitoring, safeguarding, complaint handling, and record-keeping purposes. Where call recording is in operation, callers will be notified.

We may also make notes of meetings, assessments, and care reviews. If we ever use digital tools to assist with note-taking or meeting summaries, this will only be done lawfully and appropriately, and the records will be stored securely in accordance with our retention procedures.

IF YOU WORK FOR PRINGLE'S CARE SERVICES LIMITED

If you are an employee, worker, or contractor, we may collect the following personal information:

- your name, address, phone number, and email address;
 - date of birth;
 - gender;
 - National Insurance number;
 - bank details.
 - tax and payroll information;
 - emergency contact details;
 - right to work documentation;
 - employment contract details;
 - qualifications, training, skills, and work history;
 - references;
 - details of leave, sickness, disciplinary matters, grievances, and performance;
 - driving licence and vehicle documentation where relevant to your role;
 - DBS check information where required;
 - health information, including occupational health information and fit notes; and
 - equality monitoring information where voluntarily provided.
-

CHANGES TO THIS PRIVACY PROMISE

We may update this privacy promise from time to time. When we do, we will update the effective date below.

Effective date: January 5, 2026,

Last reviewed: January 5 2026