



## Customer Privacy Notice

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

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### Contact details

Email [info@mobilates.com](mailto:info@mobilates.com)

### What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery and third party referrals:

- Names and contact details
- Gender
- Pronoun preferences
- Addresses
- Date of birth
- Emergency contact details
- Photographs or video recordings
- Call recordings
- Service use history





- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about work, home and living conditions
- Information about support requirements
- Information about lifestyle, interests or personal history
- Records of meetings and decisions
- Information about income and financial needs for funding or personal budget support
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We also collect or use the following information to provide services and goods, including delivery and third party referrals:

- Racial or ethnic origin
- Health information
- Sexual orientation information

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos
- Call recordings
- Purchase history





- Donation history
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following personal information for research or archiving purposes:

- Names and contact details
- Addresses
- Recorded images, such as photos or videos
- Call recordings
- Purchase history
- Donation history
- Website and app user journey information
- Records of consent, where appropriate

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

- Name
- Contact information
- Identification documents
- Financial transaction information
- Health and safety information

We collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks )





We also collect or use the following information for recruitment purposes:

- Racial or ethnic origin
- Health information
- Sexual orientation information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Call recordings
- Witness statements and contact details
- Customer or client accounts and records
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect or use the following information for dealing with queries, complaints or claims:





## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here.
- Your right to erasure - You have the right to ask us to delete your personal information. You can read more about this right here.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. You can read more about this right here.
- Your right to object to processing - You have the right to object to the processing of your personal data. You can read more about this right here.
- 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. You can read more about this right here.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right here.

If you make a request, we must respond to you without undue delay and in any event within one month.

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





## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods, including delivery and third party referrals are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We collect information about you to manage your account, for medical purposes to ensure classes are safe, and for insurance purposes to ensure we are covered, and, if you agree, to email you about other events, classes, special offers etc we think may be of interest to you. Our regular emails may include a personal note from the Mobilates team, client success stories, offers which may include Christmas, New Year, Valentines, Mother’s Day, Father’s Day, Black Friday, Cyber Monday, Seasonal, Sporting related, exercises, advice, news and updates (this list is NOT exhaustive). The booking system takes an email address and phone number when booking an appointment for appointment reminders of which two are automatically sent, unless more are specifically requested. Mobilates will not share your information for marketing purposes with companies outside the company. If you have consented to receive marketing, you may opt out later. You have a right at any time to stop us from contacting you for marketing purposes by clicking on the unsubscribe button on the bottom of any email which is sent to you.

Our lawful bases for collecting or using personal information to receive donations or funding and organise fundraising activities are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.





Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for research or archiving purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.





### Where we get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Other contractors

### How long we keep information

We store personal information for no longer than is necessary and for no longer than 5 years unless we are still working with you or likely to be working with you again.







## Who we share information with

### Others we share personal information with

- Charities and voluntary organisations
- Organisations we need to share information with for safeguarding reasons
- Publicly on our website, social media or other marketing and information media
- Suppliers and service providers
- Third parties:
  - With consent to partners such as EDS Support UK or SEDSCONNECTIVE

## 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>

This policy was last reviewed on 6th November 2024 by Leanne English

