

# Website Privacy Notice

Last updated: 18 May 2026

We are committed to protecting your personal information and using it responsibly.

This page explains what information we collect through our website, how we use it, and the choices and rights available to you.

## Who We Are

Brightside Care Solutions Ltd provides supported accommodation and related services for young people aged 16 and over.

For the purposes of data protection law, Brightside Care Solutions Ltd is the data controller responsible for your personal data.

## Contact Us

- **Email:** info@brightsidecare.co.uk
- **Address:** Huntingdon House, 278-290 Huntingdon Street, Nottingham, NG1 3LY
- **Telephone:** 07306 886102

## Information We Collect

When you visit our website, we may collect some information automatically and some information that you choose to give us.

### **We may collect:**

- **Technical data**, such as your IP address, browser type and version, device type and time zone setting;
- **Usage data**, such as the pages you visit, the time spent on our website and how you navigate the site; and
- **Contact information** that you provide voluntarily, such as your name, email address, telephone number and any information included in your message.

## Children and Young People

We provide supported accommodation and related services for young people aged 16 and over. This means we may collect and use personal information about young people who use our services or contact us through our website.

Information may come directly from the young person or, where appropriate, from a parent, carer, referrer, social worker, local authority or another professional supporting them.

- We only collect information that is necessary for a clear and legitimate purpose.
- We aim to explain our use of personal data in clear and accessible language.
- We take extra care to protect information relating to children and young people.
- Where required, we will work with parents, carers or authorised representatives in an appropriate and lawful way.

Depending on the circumstances, a young person may be able to exercise their own data protection rights. Where appropriate, a parent, carer or another person with legal authority may also contact us on their behalf.

## How We Use Your Information

We use personal information collected through our website to:

- to respond to enquiries and other communications;
- to operate, maintain and improve our website and user experience;
- to monitor website performance, usage and security; and
- to detect, prevent and investigate fraud, misuse or other unauthorised activity.

## Cookies

We may use cookies and similar technologies to make our website work properly and to understand how people use it.

Cookies are small text files stored on your device. Where cookies are not strictly necessary, we will ask for consent or give you a way to manage your preferences.

- You can manage cookie preferences through your browser settings or any cookie controls made available on our website.

- You can also delete cookies already stored on your device at any time.

## Lawful Basis for Processing

We only process personal data where we have a lawful basis, such as:

- **Legitimate interests** - to operate, secure and improve our website and services;
- **Consent** - where this is required, including for certain cookies or similar technologies;
- **Contract** - where processing is necessary to take steps at your request or to provide services; and
- **Legal obligation** - where we are required to process personal data to comply with the law.

## How We Protect Your Information

We use appropriate technical and organisational measures to protect personal data from unauthorised access, loss, misuse, alteration or disclosure.

- secure IT systems and access controls;
- password protection and encryption where appropriate;
- restricted access for authorised personnel only; and
- retention of personal data only for as long as necessary for the relevant purpose.

## How Long We Keep Information

We keep personal information only for as long as needed for the purposes it was collected for, including legal, regulatory and operational reasons.

For example, enquiry information is usually kept only for as long as needed to respond and manage follow-up contact. Analytics information may be kept for a limited period, such as 12 to 24 months, depending on system settings and business needs.

## Sharing Your Information

We may share personal data with trusted third parties where this is necessary to run our services or comply with the law.

- IT service providers and website hosting providers;
- analytics providers, where applicable; and
- regulators, law enforcement bodies or other authorities where disclosure is required or permitted by law.

When we share personal data, we take reasonable steps to make sure appropriate contractual, organisational and security safeguards are in place.

## International Transfers

We DO NOT process personal data outside the United Kingdom. If this happens, we will make sure appropriate safeguards are in place as required by data protection law.

These safeguards may include adequacy regulations, approved transfer mechanisms or other lawful protections recognised under UK data protection law.

## Your Rights

Depending on the circumstances, you may have the right to:

- request access to your personal data;
- request that inaccurate or incomplete personal data be corrected;
- request erasure of your personal data in certain circumstances;
- request restriction of processing or object to processing in certain circumstances; and
- withdraw consent where processing is based on consent.

If you want to exercise any of your rights, please contact us using the details above.

## Complaints

If you have concerns about how we use your personal data, please contact us first and we will try to resolve the issue. You also have the right to complain to the Information Commissioner's Office.

### **Information Commissioner's Office (ICO)**

- Website: <https://www.ico.org.uk>
- Telephone: 0303 123 1113