

# Privacy Notice

**Full Support Healthcare Ltd**

**Version:** April 2026

## 1. Introduction

This privacy notice explains how **Full Support Healthcare Ltd** (“we”, “us”, “our”) collects, uses, stores and protects your personal data, and your rights under data protection law.

We are committed to protecting your privacy and handling your personal data in a transparent, secure and lawful way, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This privacy notice applies to your use of our websites, including:

- <https://fullsupporthealthcare.com>
- <https://www.fullsupporthealthcare.com>

Please read this notice carefully. If you do not agree with it, please do not use our websites or services.

## 2. Who We Are

**Data Controller:**

Full Support Healthcare Ltd

**Registered Address:**

Kettering Parkway  
Kettering Venture Park  
Kettering  
Northamptonshire  
NN15 6WY  
United Kingdom

**Email:** [info@fullsupporthealthcare.com](mailto:info@fullsupporthealthcare.com)

**Data Protection Officer (DPO):**

Email: [dpo@fullsupporthealthcare.com](mailto:dpo@fullsupporthealthcare.com)

We are registered with the Information Commissioner’s Office (ICO) under registration number ZA361101.

You have the right to make a complaint to the ICO at [www.ico.org.uk](http://www.ico.org.uk). We would, however, appreciate the opportunity to address your concerns first.

### **3. Scope and Age Restriction**

Our websites and services are intended for individuals aged 18 and over. We do not knowingly collect or process personal data relating to children. If we become aware that we have inadvertently collected such data, we will delete it as soon as reasonably possible.

### **4. Personal Data We Collect**

“Personal data” means any information that can identify you as an individual. We may collect and process the following categories:

#### **4.1 Identity Data**

- First name
- Last name
- Title
- Username or account identifier

#### **4.2 Contact Data**

- Email address
- Telephone number
- Billing address
- Delivery address

#### **4.3 Financial and Transaction Data**

- Payment details (processed securely via third-party payment providers)
- Transaction history and purchase details

#### **4.4 Technical and Usage Data**

- IP address
- Browser type and version
- Device information
- Operating system
- Time zone and location data
- Information about how you use our website

#### **4.5 Profile and Communications Data**

- Feedback and survey responses
- Preferences

- Marketing and communications choices
- Information provided in job applications or CVs

#### 4.6 Aggregated Data

We may use aggregated or anonymised data for analytics and business improvement. This data does not identify individuals.

### 5. Special Category Data

We do not routinely collect special category data, such as health information, biometric data, or information relating to race, religion, or sexual orientation, through our websites.

If special category data is collected in specific operational contexts (for example, regulated training or occupational health services), it will be processed in accordance with UK GDPR Article 9, with appropriate safeguards, and supplementary privacy information will be provided where required.

### 6. How We Collect Personal Data

We collect personal data through:

- **Direct interactions** – when you contact us, complete forms, place orders, sign up for services, apply for roles, or communicate with us.
- **Automated technologies** – cookies and similar technologies when you use our website (see section 12).
- **Third parties** – such as analytics providers, payment processors, IT service providers, and publicly available sources where lawful.

### 7. Lawful Bases for Processing

We only process personal data where permitted by law. The lawful bases we rely on include:

- **Performance of a contract** – to deliver products or services to you.
- **Legal obligation** – to meet regulatory, accounting, or legal requirements.
- **Legitimate interests** – to operate, develop, and protect our business, where your rights do not override those interests.
- **Consent** – primarily for marketing communications and optional cookies.

You may withdraw consent at any time.

### 8. How We Use Your Personal Data

We use your personal data to:

- Provide and manage our products and services
- Process payments and transactions
- Communicate with you about your account or orders
- Respond to enquiries and feedback
- Administer recruitment processes
- Improve our website, services, and customer experience
- Send marketing communications where permitted
- Protect our business, systems, and users

We will not use your personal data for purposes that are incompatible with those described unless required or permitted by law.

## **9. Marketing Communications**

You will only receive marketing communications from us if:

- You have requested information or purchased services from us; or
- You have explicitly opted in.

You can opt out at any time by:

- Using the unsubscribe link in our emails, or
- Contacting us at [info@fullsupporthealthcare.com](mailto:info@fullsupporthealthcare.com)

We do not sell your data to third parties for marketing purposes.

## **10. Data Sharing**

We may share your personal data with trusted third parties, including:

- IT and hosting providers
- Payment service providers
- Professional advisers (legal, financial, insurance)
- Regulators and public authorities where required by law

All third parties are required to process your data securely and only in accordance with our instructions.

## **11. International Data Transfers**

Some of our service providers are located outside the UK.

Where personal data is transferred outside the UK, we ensure an adequate level of protection by using one or more of the following safeguards:

- Transfers to countries recognised by the UK Government as providing adequate protection

- UK International Data Transfer Agreements (IDTAs)
- UK Addendum to EU Standard Contractual Clauses
- The UK–US Data Bridge, where applicable

You may contact us for further information about international transfer safeguards.

## **12. Cookies and Website Tracking**

Our website uses cookies and similar technologies to distinguish you from other users and improve functionality.

- Strictly necessary cookies are always active.
- Analytics and marketing cookies are only used with your consent.

You can manage or withdraw your consent at any time via our cookie preference settings and by adjusting your browser settings.

For more information, please see our **Cookie Policy**.

## **13. Data Security**

We have implemented appropriate technical and organisational measures to protect your personal data, including access controls, encryption, and secure systems.

We limit access to personal data to those who have a legitimate business need. All staff and contractors are subject to confidentiality obligations.

We have procedures in place to deal with personal data breaches and will notify affected individuals and the ICO where legally required.

## **14. Data Retention**

We retain personal data only for as long as necessary for the purposes for which it was collected, including legal, accounting, and regulatory requirements.

Retention periods may vary depending on the type of data and purpose but typically range from 6 months to 6 years.

You may request deletion of your data in certain circumstances.

## **15. Your Rights**

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction
- Request erasure

- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent
- Lodge a complaint with the ICO

To exercise your rights, please contact [dpo@fullsupporthealthcare.com](mailto:dpo@fullsupporthealthcare.com).

## **16. Changes to This Privacy Notice**

We may update this privacy notice from time to time. Any changes will be published on our website, and material changes will be notified where appropriate.