



Andor Holding Group
Privacy Notice

DOCUMENT CREATION – AHGF - 08

Date	Version	Comment
03/06/2025	v1.0	Initial document – Rebecca Laing

DOCUMENT CONTROL

Applicability	Board
Policy Owner	CEO
Approved By	Board
Approval Date	June 2025
Next Review Date	June 2026
Review Process	First draft, final version, Board approval.
Reviewers	Compliance, Board.

1.	Purpose	4
2.	Information we collect	4
3.	How we get the information	4
4	How we use your information	4
5.	How we store your information	5
6.	Sharing data that we hold	5
7.	Data Retention	5
8.	Updates to this privacy notice	6

1. Purpose

The Andor Holding Group is committed to protecting the privacy and security of your personal information. This notice outlines how we collect, use, disclose, and protect your personal data when you interact with our products, services, websites, and other platforms.

2. Information We Collect

The data that we require for the provision of our services may include:

- Personal details including name, address, date of birth, telephone number and email address, etc.
- Details of other people related with your personal care (social workers, carers, family member, etc).
- Your Direct Payment bank account details
- Special requirements
- Usage Data – Information about how you interact with our services, including browsing history, preferences, and usage patterns.
- Records of contact (email)
- Company details name, address, company number
- Invoices and receipts

3. How we get the information

Most of the personal information we process is provided to us directly by you, from one of the following platforms:

- Via website
- Our paper form application pack or forms relating to accounts already set up for payroll (Employee Form, PA form, CIS Form, etc)
- Phone calls.

We may also receive personal information indirectly, from the following sources in the following scenarios:

- Nest
- Care agency
- HMRC
- Local Authority
- Clinical Commissioning Group (CCG)
- Employer

4. How We Use Your Information

We use your data to:

- Provide our services to you under contract and mutual agreement.
- Personalisation: Customising your experience, content, and recommendations based on your preferences and usage pattern.

- Communication: Responding to inquiries, sending notifications, updates, and promotional materials, and facilitating communication between users.
- Analytics and Improvement: Analysis usage data, trends, and performance metrics to improve our services and user experience.
- Security: Protecting against fraud, unauthorised access, and other security threats, and ensuring the security and integrity of our systems.

5. How do we store your information?

We store data on an electronic storage. All data is held securely and only the employees have access to it. Paper copies are destroyed once converted to electronic version.

6. Sharing data that we hold

We will only share your data if necessary to provide our support service to you or if it is required by law. We will never share your data with a third party for commercial purposes.

Your data information rights.

- *Your right of access* - You have the right to ask us for copies of your personal information.
- *Your right to rectification* - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- *Your right to erasure* - You have the right to ask us to erase your personal information in certain circumstances.
- *Your right to restriction of processing* - You have the right to ask us to restrict the processing of your information in certain circumstances.
- *Your right to object to processing* - You have the right to object to the processing of your personal data in certain circumstances.
- *Your right to data portability* - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

7. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Notice unless a longer retention period is required or permitted by law.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

8. Updates to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our practices or applicable laws. We will notify you of any changes by posting the updates Privacy Notice on our website or through other appropriate channels.