



Privacy Policy

Last updated: August 2026

McLaren Healthcare Limited ("McLaren Healthcare", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, make an enquiry, make a referral, apply for a position, or receive services from us.

McLaren Healthcare Limited is registered in England and Wales under company number **17230298**.

Registered/contact address:

167–169 Great Portland Street
London
W1W 5PF

Telephone: 0204 568 2915

Office hours: Monday to Friday, 8:00am–6:00pm

1. Who is responsible for your information?

McLaren Healthcare Limited is the organisation responsible for deciding how and why your personal information is processed.

Where we process personal information in connection with providing care and support, we will act as the appropriate data controller or processor depending on the nature of the service and our contractual arrangements with commissioners, local authorities, NHS organisations or other professionals.

We will process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.



2. The information we collect

The information we collect will depend on how you interact with us.

Website visitors

When you use our website, certain technical information may be collected automatically, such as:

- IP address;
- browser type and version;
- device type;
- operating system;
- approximate location;
- pages visited;
- date and time of visits;
- referring website; and
- information about how you use our website.

Some of this information may be collected through cookies or similar technologies.

People who contact us

Our website contact form currently asks for:

- full name;
- email address;
- telephone number;
- nature of your enquiry; and
- the contents of your message.



We may also collect additional information that you choose to provide when communicating with us by telephone, email, post or other means.

Referrals and people receiving care

If you or someone you represent is referred to McLaren Healthcare, or receives care or support from us, we may need to collect more detailed information to assess needs, arrange and deliver appropriate services, manage risk and safeguard individuals.

This may include:

- name and contact details;
- date of birth;
- address;
- emergency contact details;
- information about care and support needs;
- health information;
- medical information;
- information concerning disabilities or neurodiversity;
- mental health information;
- information concerning medication and treatment;
- information concerning communication needs;
- information about risks and safeguarding;
- information contained within care plans and assessments;
- information provided by healthcare professionals, social workers, commissioners or family members; and
- information about incidents, concerns or complaints where relevant.



Some of this information constitutes special category personal data, particularly information concerning health, disability and mental health.

We will only collect and use this information where there is a lawful basis for doing so and where the additional requirements for processing special category data are satisfied.

3. How we use personal information

We may use personal information to:

- respond to enquiries;
- communicate with individuals, families and professionals;
- assess care and support needs;
- arrange and provide care and support services;
- coordinate services with healthcare professionals, social workers, commissioners and other relevant organisations;
- manage referrals and placements;
- undertake safeguarding activities;
- manage medication and other care related requirements where applicable;
- monitor and improve the quality of our services;
- investigate incidents, complaints and concerns;
- comply with our regulatory and legal obligations;
- communicate important information about services;
- recruit and manage employees and workers;
- manage our website and information systems;
- protect our organisation against fraud, misuse and security threats; and



We will not use personal information for purposes that are incompatible with the purposes for which it was collected unless we have a lawful basis to do so.

4. Our lawful bases for processing

Under UK GDPR, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on one or more of the following:

Consent

Where appropriate, we may rely on your consent to process personal information.

Where processing is based on consent, you have the right to withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

Contract

We may process information where this is necessary to enter or perform a contract with you or an organisation you represent.

Legal obligation

We may process information where necessary to comply with a legal or regulatory obligation.

Vital interests

In limited circumstances, we may process information where necessary to protect someone's vital interests.

Public task

Where applicable to the services we provide, we may process personal information where necessary for the performance of a task carried out in the public interest or in the exercise of official authority.



Legitimate interests

We may process personal information where this is necessary for our legitimate interests, provided those interests are not overridden by your rights and interests.

For example, this may include managing our organisation, maintaining IT security, responding to enquiries and improving our services.

5. Special category information

Because McLaren Healthcare provides care and support services, we may process special category personal data, including information relating to health, disability and mental health.

We will only process such information where an appropriate condition under UK GDPR and the Data Protection Act 2018 applies.

This may include processing information where it is necessary for the provision or management of health or social care, where required by law, where necessary for safeguarding, or in other circumstances permitted by data protection legislation.

We take additional care when handling sensitive information and restrict access to people who have a legitimate need to use it.

6. Information about children and young people

McLaren Healthcare provides services to children and young people as well as adults.

Where we process information relating to children or young people, we take appropriate steps to protect their privacy and will consider their age, understanding and circumstances when handling their information.

Where appropriate, we may communicate with parents, guardians, social workers, healthcare professionals, commissioners or other authorised representatives.

7. Who we may share information with

Depending on the circumstances, we may share personal information with:

- healthcare professionals;
- NHS organisations;
- GPs and other medical professionals;
- local authorities;
- social workers;
- commissioners;
- safeguarding organisations;
- regulators and statutory authorities;
- other care providers involved in an individual's care;
- family members, carers or representatives where appropriate and authorised;
- our professional advisers;
- IT, hosting and software providers;
- payroll, HR and recruitment providers;
- insurers;
- legal advisers; and
- law enforcement or other authorities where we are legally required to do so.

We only share information where there is an appropriate lawful basis and, where applicable, where the necessary confidentiality and data protection requirements have been satisfied.

We do not sell personal information to third parties.



8. Confidentiality

Information relating to people who use our services is treated confidentially.

Our employees, workers and contractors are expected to maintain confidentiality and only access information where they have a legitimate reason to do so.

There may be circumstances where we are required or permitted to disclose information without an individual's consent, including where this is necessary to protect someone from serious harm, meet safeguarding responsibilities, comply with the law, or satisfy regulatory requirements.

9. How long we keep information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected and to meet our legal, regulatory, contractual and professional obligations.

Retention periods vary depending on the type of information and the reason it is being processed.

Care records and other records relating to people who receive services may need to be retained for longer periods to comply with applicable legislation, regulatory requirements and professional guidance.

When information is no longer required, we will securely delete, destroy or anonymise it where appropriate.

10. Data security

We take reasonable and appropriate technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- destruction;
- alteration;
- disclosure; and
- other forms of unlawful or unauthorised processing.

Access to personal information is restricted to people who need it for legitimate business, care or regulatory purposes.

However, no method of transmitting information over the internet or storing electronic information can be guaranteed to be completely secure.

11. Cookies

Our website may use cookies and similar technologies.

Cookies are small files stored on your device that can help a website function correctly, remember preferences and understand how visitors use the website.

Some cookies may be necessary for the operation and security of the website, while others may be used for analytics or other purposes.

Where required by law, we will ask for your consent before placing nonessential cookies on your device.

Where we use third party analytics or other cookie based services, their processing may also be subject to their own privacy policies.

12. Third party websites

Our website may contain links to external websites.

This Privacy Policy does not apply to third party websites, and we are not responsible for their privacy practices.

We recommend reviewing the privacy policy of any external website before providing personal information.

13. International transfers

Some of the organisations we use to provide technology, hosting, communications or other services may process personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place in accordance with applicable data protection legislation.

14. Your data protection rights

Depending on the circumstances, you have rights under UK data protection law, including the right to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information in certain circumstances;
- request restriction of processing in certain circumstances;
- request the transfer of certain information to you or another organisation;
- withdraw consent where processing is based on consent; and
- complain to the Information Commissioner's Office.

These rights are subject to certain legal conditions and exemptions, so they may not apply in every circumstance.



15. Making a data protection request

If you wish to exercise your rights or ask us a question about how we use your personal information, please contact us.

McLaren Healthcare Limited

167–169 Great Portland Street

London

W1W 5PF

Telephone: 0204 568 2915

Email: [info@mclarenhealthcare.co.uk]

We may need to request additional information to verify your identity before responding to a request.

We will normally respond within the timeframe required by applicable data protection legislation.

16. Complaints

If you have concerns about the way we have handled your personal information, we encourage you to contact us first so that we can investigate and try to resolve your concern.

You also have the right to complain to the UK's data protection regulator:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/>

The ICO provides information about data protection rights and how to make a complaint.

17. Marketing communications

We will only send marketing communications where we have a lawful basis to do so.

Where consent is required, we will obtain before sending any marketing communications.

You can ask us to stop sending marketing communications at any time.



18. Recruitment

If you apply for a job or work with McLaren Healthcare, we may process information about you for recruitment, selection, employment and workforce management purposes.

This may include information contained in your application, CV, references, qualifications, employment history and other information necessary for recruitment or employment.

Where required, we may also process information relating to criminal convictions, DBS checks, health, safeguarding and suitability to work in regulated care environments.

Such information will only be processed where permitted by applicable law and where the necessary safeguards are in place.

19. Automated decision making

We do not currently intend to make decisions about individuals based solely on automated processing where those decisions have legal or similarly significant effects.

If this changes, we will provide appropriate information about the processing and the rights available to individuals before carrying out such processing where required by law.

20. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, legal requirements or data protection practices.

The latest version will be published on our website and the "Last updated" date at the top of this policy will be amended accordingly.



21. Contact us

If you have any questions about this Privacy Policy or how McLaren Healthcare handles personal information, please contact us:

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