

Privacy Policy

Best New Life Limited

Effective from October 2025

At **Best New Life Limited**, your privacy and trust are extremely important to us. We are committed to protecting your personal and clinical information and handling it safely, lawfully, and with respect. This policy explains how we collect, use, and store your information in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Best New Life Limited provides rehabilitation and Case Management services to support individuals on their recovery journey.

We are the Data Controller, which means we are responsible for how your personal and clinical information is managed.

Contact details:

Best New Life Limited

Oakwood House Guildford Road, Horsham RH12 3JJ

Email: Enquiries@bestnewlife.co.uk

Phone: 07394003559

2. The Information We Collect

We collect only the information we need to provide you with the best possible care and support. This may include:

- Personal details such as your name, date of birth, address, and contact information.
- Health and clinical information such as medical history, assessments, treatment notes, and care plans.
- Emergency contact details (e.g., next of kin).
- Administrative information such as payment or funding details.

We may also collect information from your GP, healthcare professionals, or referrers where relevant to your care.

3. How We Use Your Information

We use your information to:

- Plan, deliver, and monitor your rehabilitation or treatment.
- Communicate with you and the professionals involved in your care.
- Keep accurate clinical and administrative records.
- Meet legal, professional, and regulatory requirements.

We will never sell or share your information for marketing purposes.

4. How We Protect Your Information

Your confidentiality is central to everything we do.

- Electronic records are stored on secure, encrypted systems with password protection.
- Paper records are kept in locked filing cabinets in restricted areas.
- Only authorised team members directly involved in your care can access your information.
- All staff receive data protection and confidentiality training.

If we use trusted third-party systems (such as secure data storage or clinical software), we ensure they comply fully with UK GDPR.

5. Sharing Information

We may share information with:

- Other healthcare professionals or services involved in your care.
- Funding bodies, insurers, or local authorities (where required).
- Regulatory or safeguarding bodies (if legally necessary).

Whenever we share information, we do so securely and only share the minimum needed.

6. How Long We Keep Your Information

We keep your records only for as long as necessary to provide your care and to meet legal or professional requirements.

Clinical records are normally retained for seven (7) years after you finish working with us, after which they are securely deleted or destroyed.

7. Your Rights

Under data protection law, you have the right to:

- See a copy of the information we hold about you.
- Ask us to correct anything that is wrong or incomplete.
- Ask us to delete or restrict how we use your information (where possible).
- Withdraw consent if you previously gave it.

To exercise these rights, please contact us at the details above.

You also have the right to contact the Information Commissioner's Office (ICO) if you are unhappy with how we handle your data:

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

Phone: 0303 123 1113

8. Data Breaches

In the unlikely event of a data breach, we will act quickly to investigate, notify the ICO where required, and inform anyone affected.

9. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or best practice. The latest version will always be available on our website.

Your privacy. Your trust. Your recovery.

We value the trust you place in us and are committed to protecting your information every step of the way.