TOGETHER AFTER PRIVACY POLICY



Privacy Notice

1. Who We Are

Together After Case Management Ltd ("we", "our", "us") is a case management company providing services to individuals with complex needs, injuries, or disabilities. We are committed to protecting your privacy and handling your personal information lawfully and transparently.

Our contact details:
Address: 225 Denby Dale Road, Wakefield, West Yorkshire, WF2 7AJ
Email: headoffice@togetherafter.co.uk
Telephone: 07352453956
Data Protection Officer (if applicable): Phillipa Parnell

2. What Information We Collect

We may collect and process the following personal data:

- **Identity Data:** Name, date of birth, gender.
- **Contact Details:** Address, phone number, email.
- **Health & Medical Information:** Medical reports, care plans, rehabilitation needs.
- **Financial Information:** Billing details, insurance information, compensation claims details.
- **Legal Information:** Court documents, legal correspondence.

3. How We Collect Your Data

- Directly from you or your legal representative.
- From healthcare professionals, insurers, solicitors, or other involved parties.
- From family members.
- From publicly available sources where relevant.

4. Why We Use Your Data (Lawful Basis)

We process your data for the following purposes:

- To provide case management services (performance of a contract).
- To comply with legal obligations.
- To protect vital interests (health or safety).

- With your consent, for sharing information where required.
- For legitimate interests in managing and improving our services.

5. Who We Share Your Information With

We may share your data with:

- Healthcare professionals and treatment providers.
- Solicitors, insurers, and financial representatives.
- Regulatory bodies where legally required.
- Our approved suppliers who assist us in providing services (under confidentiality agreements).

We do not sell your data to third parties.

6. International Transfers

We generally do not transfer your data outside the UK. If we do, appropriate safeguards (such as Standard Contractual Clauses) will be in place.

7. How We Protect Your Data

We use appropriate technical and organisational measures to protect your personal information from loss, misuse, and unauthorised access.

8. How Long We Keep Your Data

We keep your data only for as long as necessary to fulfil the purposes outlined, usually for 7 years after the end of our relationship or as required by law.

9. Your Rights

Under data protection law, you have the right to:

- Access your data.
- Request correction or deletion.
- Restrict or object to processing.
- Data portability.
- Withdraw consent (where applicable).

- Complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

10. Cookies & Website Privacy Notice

When you visit our website, we may collect data through cookies and similar technologies. This helps us improve our website and deliver a better user experience.

What Are Cookies?

Cookies are small text files placed on your device when you visit our site. They help us remember your preferences and understand how you use our site.

Types of Cookies We Use:

- Necessary Cookies: Essential for the operation of our website.
- Analytical Cookies: Help us improve website performance.
- Functional Cookies: Remember your preferences.

Managing Cookies:

You can control and manage cookies through your browser settings. Disabling cookies may affect website functionality.

Website Data We Collect:

- IP address.
- Browser type and version.
- Pages visited and time spent.

We use this data for security, analytics, and improving our services.

11. Contact Us

If you have any questions about this notice or your data, please contact us at:
Email: headoffice@togetherafter.co.uk
Phone: 07352453956

Address: 225 Denby Dale Road, Wakefield, WF2 7AJ

Version: 2

Approved by: Phillipa Parnell

Date: 26.07.26 / Review Date: 26.07.27