RIVERWAY CARE

Suppliers Professional Contacts and Website Privacy Notice

This notice explains how Riverway Care uses personal information about people who contact us, represent another organisation, supply services, make a referral or use our website.

Document control	Details
Document reference	RW PN 002
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Approval status	Approved for issue
Approved by	Riverway Care Directors
Next review date	9 October 2027
Applies to	Suppliers, contractors, commissioners, professionals, referrers, website visitors and other external contacts

1 Who we are and how to contact us

Riverway Care is the data controller for the external-contact information described in this notice unless another organisation clearly identifies itself as the controller. Contact hello@riverwaycare.co.uk with privacy questions or rights requests. Current contact information is maintained at riverwaycare.co.uk.

2 Who this notice covers

- Supplier, contractor and adviser contacts, including sole traders.
- Commissioners, social workers, health and education professionals, advocates and other professional contacts.
- People making placement, partnership, media, recruitment or general enquiries.
- Website visitors and people who correspond with Riverway.
- Visitors to Riverway premises and people attending meetings or events.

Young people, family members and the workforce will receive privacy information designed for their relationship with Riverway. A separate care-records privacy notice will be completed before a home begins operating.

3 Information we may collect

- Name, role, organisation, work contact details, professional registration and correspondence.
- Enquiry, referral or commissioning information and records of meetings, decisions and actions.
- Supplier checks, contracts, insurance, qualifications, bank, tax, payment and transaction information.
- Conflicts of interest, due diligence, complaints, incidents, safeguarding or legal information where relevant.
- Website and technical information needed to provide and protect the site, such as IP address, browser, device and security logs where collected by hosting providers.
- Visitor, access-control or CCTV information where Riverway premises use those systems and appropriate notices are displayed.

4 How we collect information

Information may come directly from you, your organisation, public professional registers, Companies House, placing authorities, procurement systems, referees, advisers, service providers, correspondence, meetings, website hosting and security tools, or another person involved in an enquiry or referral.

5 Why we use information and our lawful bases

Purpose	Likely lawful basis
Respond to enquiries and manage professional relationships	Legitimate interests; steps before a contract; contract.
Assess referrals and placement compatibility	Legitimate interests; legal obligation; safeguarding and health or social-care conditions where special category information is necessary.
Select, contract with and pay suppliers	Steps before a contract; contract; legal obligation; legitimate interests.
Carry out due diligence, quality assurance and audits	Legal obligation and legitimate interests in safe, effective services.
Protect people, premises, systems and legal rights	Legal obligation; vital interests; legitimate interests; legal claims.
Meet regulatory, safeguarding, tax and reporting duties	Legal obligation and, where applicable, tasks supported by law.

6 Referrals and sensitive information

Initial enquiries should contain only the information needed to understand the request. Detailed referral and care records should be sent only through an agreed secure method. Where Riverway receives health, safeguarding, ethnicity, religion, disability or criminal-offence information, it will identify an additional legal condition and apply tighter access and security controls.

7 Sharing

- Staff and advisers who need the information for authorised work.
- IT, hosting, secure communications, finance, banking, payroll, professional and other processors working under contract.
- Placing authorities, safeguarding partners, health and education professionals where relevant and lawful.
- Ofsted, law-enforcement, courts, HM Revenue and Customs or other authorities where required or permitted.
- Parties to a proposed restructure or business transfer under appropriate confidentiality safeguards.

8 Website technology

Riverway's current website does not use advertising cookies or tracking pixels. Essential hosting and security technology may process basic technical information to deliver and protect the website. If analytics, non-essential cookies or new online forms are introduced, this notice and any cookie controls will be updated before use.

9 Retention and security

Information is kept according to purpose, contract, legal and regulatory requirements, safeguarding relevance and limitation periods. Unsuccessful supplier due diligence may be retained for a limited period to evidence the decision. Contract, payment and tax information is retained for applicable legal periods. Enquiries are removed when no longer needed unless they develop into an ongoing professional, safeguarding or legal matter.

Riverway uses access controls, approved systems, secure transfer methods and contractual safeguards appropriate to the information and risk. International transfers will only take place using an approved legal mechanism and additional assessment where required.

10 Your rights

Depending on the circumstances, you may ask to access, correct, erase, restrict or object to processing, or receive portable information. Where Riverway relies on legitimate interests, you may object based on your particular situation. Rights are not absolute and may be limited by safeguarding, legal obligations, legal privilege or the rights of others.

11 Questions and complaints

Contact hello@riverwaycare.co.uk if you have a question or want to exercise a right. You may also complain to the Information Commissioner's Office at https://ico.org.uk or 0303 123 1113. This notice will be reviewed when Riverway's services, systems or suppliers change and at least annually.

References and guidance

This document was developed for Riverway Care using the following legislation and official guidance. The sources should be checked when the document is reviewed.

- ICO right to be informed: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/the-right-to-be-informed/
- ICO privacy notice generator for customers and suppliers: https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/
- ICO lawful basis guidance: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/