Your Privacy Matters

Protecting Your Personal Information

At Livity Life, we are committed to protecting your privacy and handling your personal information responsibly.
We only collect and use information where it is necessary to deliver our services, support your care, meet legal obligations and improve the quality of the services we provide.
We process personal information in accordance with UK data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Your information. Your rights. Our responsibility.

Who We Are

Livity Life provides Technology Enabled Care (TEC) services on behalf of local authorities, NHS organisations and other partners.

To deliver these services, we may need to collect and use personal information about:
✓ Service users
✓ Family members and carers
✓ Emergency contacts
✓ Healthcare professionals
✓ Local authority partners

Need to contact us?
📧 dpo@livitylife.co.uk
📞 03301 741414
📮 Livity Life, Second Floor, Attwood House, Perdiswell Park, John Comyn Drive, Worcester, WR3 7NS

What Information Do We Collect?

Depending on the service you receive, we may collect personal information such as your name, address, date of birth and contact details, along with information about your health, wellbeing, support needs and the services we provide to you. We may also collect emergency contact information, records of communications with us, call recordings and feedback about our services.

We only collect information that is relevant and necessary to deliver our services and support your needs.

How Do We Use Your Information?

We use personal information so we can provide our services, understand and respond to your needs, maintain and support equipment, communicate with you, investigate concerns, improve our services and comply with legal and regulatory requirements.

We only collect and use information that is relevant to these purposes and where we have a lawful basis to do so.

Who Do We Share Information With?

We only share personal information where it is necessary, appropriate and lawful to do so.

This may include sharing information with NHS organisations, local authorities, healthcare professionals, emergency services, trusted technology and service providers, professional advisers and regulatory or safeguarding authorities where required. We do not sell personal information to third parties.

Keeping Your Information Safe

We take data security seriously and have measures in place to protect personal information from unauthorised access, loss, misuse or disclosure. Access to information is restricted to those who need it to carry out their role.

Your Rights

Under UK data protection law, you have important rights in relation to your personal information.

This includes the right to access information we hold about you, request corrections where information is inaccurate, object to certain types of processing, request restrictions on how information is used and, in some circumstances, ask for information to be deleted.

If you would like to exercise any of your rights, or if you have questions about how we use your information, please contact us.

📧 dpo@livitylife.co.uk
📞 03301 741414

Not Satisfied?

If you are unhappy with how we have handled your personal information, you can contact the Information Commissioner's Office (ICO):

🌐 www.ico.org.uk
📞 0303 123 1113