BRIDGE HOUSE SUPPORTED LIVING LTD

Privacy Policy

Company Number: 13124468 | www.bridgehsl.co.uk | Last Updated: 21 September 2026

Document Title:	Privacy Policy
Organisation:	Bridge House Supported Living Ltd
Document Reference:	BH-WEB-01 — Privacy Policy
Version:	1.0
Date Published:	21 September 2026
Last Reviewed:	21 September 2026
Next Review Date:	21 September 2027
Document Owner:	Registered Manager / Director

Your Privacy Matters
Bridge House Supported Living Ltd is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect any personal information you provide when you visit our website or contact us.

1. Who We Are

Bridge House Supported Living Ltd is the data controller for personal information collected through this website.

Organisation:	Bridge House Supported Living Ltd
Company Number:	13124468
Registered Address:	128 City Road, London EC1V 2NX
Website:	www.bridgehsl.co.uk
Email:	admin@bridgehsl.co.uk
Telephone:	07454024010
Data Protection Contact:	Registered Manager — admin@bridgehsl.co.uk

2. What Information We Collect

2.1 Information you give us directly

When you contact us via the website — for example by completing a contact form, sending an enquiry email or requesting information — we may collect:

- Your name
- Your email address

- Your telephone number
- Your organisation or job title (if applicable)
- Any other information you choose to include in your message

2.2 Information we collect automatically

When you visit our website, we may automatically collect certain technical information including:

- Your IP address
- Browser type and version
- The pages you visit and the time spent on them
- The website you came from (referrer URL)
- Device type and operating system

This information is collected through cookies and similar tracking technologies. Please see our Cookie Policy for more information.

3. How We Use Your Information

We use the personal information we collect for the following purposes:

- To respond to your enquiries and provide information about our services
- To process referrals for young people seeking supported accommodation
- To communicate with social workers, local authorities and other professionals
- To improve our website and the information we provide
- To comply with our legal and regulatory obligations
- To ensure the safety and security of the young people in our care

4. Our Lawful Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), we must have a lawful basis for processing your personal information. We rely on the following bases:

- Legitimate interests — responding to your enquiry and operating our website
- Legal obligation — where we are required by law to process personal data
- Consent — where you have given us clear consent to process your data for a specific purpose
- Vital interests — where processing is necessary to protect someone's life

5. Who We Share Your Information With

We do not sell, rent or trade your personal information to third parties. We may share information with:

- Staff members at Bridge House Supported Living Ltd who need it to respond to your enquiry
- Placing local authorities and social workers where you are making a referral
- Our IT and website service providers who process data on our behalf under data processing agreements
- Regulatory bodies such as Ofsted or the ICO where we are legally required to do so
- Law enforcement or other authorities where required by law

6. How Long We Keep Your Information

We will only retain your personal information for as long as necessary for the purpose it was collected. Our standard retention periods are:

- Website enquiries and general correspondence: 2 years from the date of last contact
- Referral information (where a placement did not proceed): 3 years
- Referral information (where a placement proceeded): 7 years after the end of the placement
- Website analytics data: 26 months (standard Google Analytics retention)

7. Your Rights

Under UK GDPR you have the following rights regarding your personal data:

- Right to access — you can request a copy of the personal data we hold about you
- Right to rectification — you can ask us to correct inaccurate data
- Right to erasure — you can ask us to delete your data in certain circumstances
- Right to restrict processing — you can ask us to limit how we use your data
- Right to data portability — you can request your data in a structured, machine-readable format
- Right to object — you can object to us processing your data in certain circumstances
- Rights related to automated decision making — we do not use automated decision making

To exercise any of these rights, please contact us at: admin@bridgehsl.co.uk. We will respond within one calendar month.

8. Cookies

Our website uses cookies. For full details of the cookies we use and how to manage them, please see our Cookie Policy at www.bridgehsl.co.uk/cookie-policy.

9. Links to Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or content of those websites. We encourage you to read the privacy policy of any website you visit.

10. Security

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss or disclosure. Our website uses HTTPS encryption. However, no method of transmission over the internet is 100% secure and we cannot guarantee absolute security.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this policy periodically.

12. How to Complain

If you have any concerns about how we handle your personal data, please contact us at admin@bridgehsl.co.uk. If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Approved by:	[Director / Board]
Date Approved:	21 September 2026
Signature:	_____
Next Review Due:	21 September 2027
Version:	v1.0 — Initial document 21 September 2026

© Bridge House Supported Living Ltd — Confidential