

Privacy Policy

Last updated: April 2026

Lopen Care Agency Ltd | Eastleigh House, Upper Market Street, Eastleigh SO50 9YN | info@lopecareagency.co.uk | lopecareagency.co.uk

1. Who We Are

Lopen Care Agency Ltd is a company registered in England and Wales. Our registered address is Eastleigh House, Upper Market Street, Eastleigh SO50 9YN. We provide specialist healthcare staffing and permanent healthcare recruitment services across the United Kingdom. We are registered with the Care Quality Commission (CQC) and the Information Commissioner's Office (ICO).

Lopen Care Agency Ltd is the data controller for all personal data collected through this website and through our staffing and recruitment operations. For any data protection queries please contact us at info@lopecareagency.co.uk.

2. What Data We Collect and Why

2.1 Website Visitors

When you visit lopecareagency.co.uk we may collect the following information automatically through cookies and analytics tools.

- Browser type and version
- Pages visited and time spent on each page
- Referring website or source
- Device type and operating system
- Approximate geographic location based on IP address

This data is collected to help us understand how our website is used and to improve its performance and content. It does not identify you personally.

2.2 Enquiry and Contact Forms

When you submit an enquiry through our website contact form we collect the following personal data.

- Full name
- Email address
- Telephone number
- Preferred contact method and time
- Details of your enquiry

This data is used solely to respond to your enquiry and to follow up in relation to the services you have expressed interest in. We will not use this information for any other purpose without your consent.

2.3 Candidate Application Data

When you submit a candidate application form, whether online, by email, or in person, we collect a significant amount of personal and sensitive data in order to assess your suitability for healthcare assignments and to manage your registration with us. This includes the following.

- Personal details including full name, date of birth, address, contact details, nationality, and passport information

- National Insurance number
- Employment history covering your full career back to secondary education
- Educational qualifications and training certificates
- Professional registration details including NMC or HCPC registration numbers and status
- References from previous employers
- Criminal record disclosure information including convictions, cautions, and warnings
- DBS certificate details and update service registration
- Right to work in the UK documentation including passport, visa, or Home Office share code
- Occupational health information including vaccination status and any health conditions relevant to the role
- Bank details for payroll purposes
- Personal statement and self-assessment

The lawful basis for processing this data is our legitimate interest in assessing candidate suitability and our legal obligation to carry out safer recruitment checks in line with CQC requirements. The processing of sensitive personal data including health information and criminal record data is carried out under the substantial public interest condition in relation to employment in the health and social care sector, in accordance with Schedule 1 of the Data Protection Act 2018.

2.4 Client Data

When you engage with us as a client organisation we collect the following data about your organisation and its representatives.

- Organisation name, address, and contact details
- Names and contact details of relevant managers and decision makers
- Information about your service type, care settings, and staffing or recruitment requirements
- Invoicing and payment information
- Contractual information including signed terms of business and service agreements

This data is processed under the lawful basis of contract performance and legitimate interest in managing our client relationships and delivering our services effectively.

3. How We Use Your Data

We use the personal data we collect for the following purposes.

- To respond to enquiries and provide information about our services
- To assess candidate suitability for temporary healthcare assignments and permanent healthcare roles and to manage candidate registrations
- To carry out legally required safer recruitment checks including enhanced DBS checks, reference checks, and right to work verification
- To match candidates to appropriate roles and notify candidates of relevant opportunities across the UK
- To manage our client relationships and deliver temporary staffing and permanent recruitment services
- To issue invoices and process payments
- To comply with our legal and regulatory obligations including CQC requirements and ICO registration
- To maintain accurate records of placements and assignments
- To improve our website and understand how it is being used

4. Who We Share Your Data With

We do not sell your personal data to any third party. We may share your data with the following parties where necessary to deliver our services.

- Healthcare providers and client organisations to whom candidates are being considered for temporary or permanent roles, with the candidate's knowledge and consent
- Regulatory bodies including the NMC and HCPC for the purpose of verifying professional registrations
- The Disclosure and Barring Service for the purpose of carrying out enhanced criminal record checks
- Referees named by candidates for the purpose of obtaining professional references
- Payroll and accountancy service providers where applicable
- IT service providers who support the operation of our systems, under appropriate data processing agreements
- Regulatory or statutory authorities including the CQC where we are required by law or regulatory obligation to disclose information

We require all third parties who process personal data on our behalf to handle it in accordance with UK GDPR and the Data Protection Act 2018.

5. How Long We Keep Your Data

We retain personal data for the following periods.

- Candidate application data for unsuccessful applicants is retained for 12 months from the date of application and then securely deleted
- Candidate registration data for registered workers is retained for the duration of the working relationship and for 6 years thereafter in line with our legal and regulatory obligations
- Client data is retained for the duration of the client relationship and for 6 years thereafter
- Website analytics data is retained for 26 months
- Enquiry form data is retained for 12 months unless a working relationship is established

Where we are required by law or regulatory obligation to retain data for longer periods we will do so and will inform you accordingly.

6. Your Rights

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 you have the following rights in relation to your personal data.

- The right to access the personal data we hold about you
- The right to correct inaccurate or incomplete data
- The right to request deletion of your data in certain circumstances
- The right to restrict or object to the processing of your data
- The right to data portability where processing is based on consent or contract
- The right to withdraw consent at any time where processing is based on consent

To exercise any of these rights please contact us at info@lopencareagency.co.uk. We will respond to all requests within one calendar month. You also have the right to lodge a complaint with the Information Commissioner's Office at ico.org.uk if you are unhappy with how we have handled your data.

7. Cookies

Our website uses cookies to improve your browsing experience and to help us understand how the site is being used. Cookies are small text files stored on your device when you visit a website.

We use the following types of cookies.

- Essential cookies that are necessary for the website to function correctly
- Analytics cookies that help us understand visitor behaviour and improve the site

You can control and manage cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of the website. By continuing to use our website you consent to our use of cookies as described in this policy.

8. Data Security

We take the security of your personal data seriously and have appropriate technical and organisational measures in place to protect it against unauthorised access, loss, or disclosure. All data submitted through our website is transmitted securely. Access to personal data within our organisation is restricted to those who need it to carry out their responsibilities.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The current version will always be available at lopencareagency.co.uk/privacy-policy. We encourage you to review this policy periodically.

10. Contact Us

If you have any questions about this Privacy Policy or about how we handle your personal data, please contact us.

- Email: info@lopencareagency.co.uk
- Post: Lopen Care Agency Ltd, Eastleigh House, Upper Market Street, Eastleigh SO50 9YN
- Website: lopencareagency.co.uk