



Lakeland Outbound Ltd Privacy Policy 2026

Introduction

Lakeland Outbound Ltd (“we”, “our”, or “us”) is committed to protecting the privacy and personal data of the children, young people, families, and professionals with whom we work.

As a provider of children’s crisis intervention and respite care services within the United Kingdom, we understand the sensitive nature of the information entrusted to us and treat confidentiality and safeguarding as fundamental to our practice.

This Privacy Policy explains how we collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Lakeland Outbound Ltd acts as a Data Controller in relation to the personal data we process.

Company Name: Lakeland Outbound Ltd

Website: www.lakelandoutbound.com

Registered Address: Unit 4 Clifford Court, Cooper Way, Carlisle CA3 0JG

Company Registration Number: 15660186

Email: admin@lakelandoutbound.com

The Information We Collect

To provide safe and effective crisis intervention and respite care services, we collect and process personal information relating to children and young people referred to our service. This may include identifying details such as name, date of birth, address, and contact information, as well as more sensitive information including health records, mental health information, behavioural support plans, safeguarding records, educational information, and risk assessments.

We also collect personal data relating to parents, guardians, and carers, including names, contact details, legal guardianship information, and, where relevant, financial, or billing information.

Where referrals are made by local authorities, social workers, or other professionals, we may process their contact details and professional information for the purpose of communication and care coordination.

Head Office: Unit 4, Clifford Court, Cooper Way, Carlisle, Cumbria CA3 0JG

Office : 01228 734104 **Mobile :** 07907345094 **Email :** admin@lakelandoutbound.com

Website: www.lakelandoutbound.com **Company Registration Number:** 15660186



If you contact us through our website or by email or telephone, we may collect your name, contact details, and the content of your enquiry. Our website may also collect limited technical information such as IP addresses and browsing data through cookies to help us maintain and improve our online services.

Special Data Category

Due to the nature of our services, we process special category data, including health information, mental health information, safeguarding records, and other sensitive personal data necessary to provide appropriate care and protection. We process this information lawfully under Article 9 of UK GDPR on the grounds that it is necessary for the provision of health and social care, for safeguarding children and vulnerable individuals, for reasons of substantial public interest, and to meet our legal and regulatory obligations.

How We Collect Information

Information is typically collected through formal referral processes from local authorities and professionals, directly from parents or guardians, and during assessments, care planning, and ongoing service delivery. Additional information may be gathered during routine communication, reviews, incident reporting, and safeguarding procedures.

How We Use Primary Data

We use personal data for the primary purpose of delivering safe, effective, and responsive crisis intervention and respite care services. This includes assessing needs, developing, and implementing care plans, managing risk, safeguarding children and young people, communicating with families and professionals, and meeting our statutory and regulatory responsibilities.

We also process information to maintain accurate records, support quality assurance, manage complaints, comply with legal obligations, and, where applicable, administer contracts and payments. We will only use personal data for purposes that are lawful, necessary, and proportionate to the services we provide.



Lawful Basis for Processing

We process personal data in accordance with UK GDPR on the basis of legal obligation, public task, vital interests, contractual necessity, and, where appropriate, consent. In safeguarding situations, we may rely on vital interests or legal obligation where it is necessary to protect a child or vulnerable person from harm.

Information Sharing

We recognise that confidentiality is essential. However, in order to provide effective care and fulfil safeguarding duties, it is sometimes necessary to share information with relevant professionals and authorities. This may include local authorities, social workers, healthcare providers, schools, regulatory bodies, law enforcement agencies, and professional advisers. We only share information where it is lawful, necessary, and proportionate. We do not sell personal data to third parties. Where there is a safeguarding concern or risk of serious harm, we may share information without consent in accordance with our legal duties.

Data Security

Lakeland Outbound Ltd takes appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or destruction. This includes secure electronic systems, restricted access to sensitive records, encrypted devices where appropriate, staff confidentiality agreements, and regular training in safeguarding and data protection.

We ensure that any third-party service providers who process personal data on our behalf are subject to appropriate contractual and security obligations.

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal, safeguarding, regulatory, and insurance requirements. Retention periods are determined by the nature of the service provided and applicable legislation. When information is no longer required, it is securely deleted or destroyed.

Your Rights

Under UK data protection law, individuals have the right to request access to their personal data, request correction of inaccurate information, request erasure in certain circumstances, restrict or object to processing where applicable, and request data portability where relevant. Requests relating to personal data should be made in writing to the contact details provided above. We will respond within one month in accordance with statutory requirements. Please note that some rights may be limited where information must be retained for safeguarding or legal reasons.



Safeguarding and Confidentiality

As a children's crisis intervention and respite care provider, safeguarding is our highest priority. While we treat all information confidentially, confidentiality cannot be guaranteed where there are concerns about a child's safety or the safety of others. In such circumstances, we are legally and ethically required to share information with appropriate authorities.

Website and Cookies

Our website, www.lakelandoutbound.com, may use cookies and similar technologies to enhance functionality and improve user experience. You may control or disable cookies through your browser settings.

Complaints

If you have concerns about how your personal data has been managed, you are encouraged to contact us in the first instance so that we can seek to resolve the matter promptly. You also have the right to lodge a complaint with the UK supervisory authority, the Information Commissioner's Office (ICO), via ico.org.uk or by telephone on 0303 123 1113.

Policy Changes

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our services. The most current version will always be available on our website.

Lakeland Outbound Limited

Effective Date: 01/01/2026

Last Updated: 01/03/2026

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