

## **Privacy Notice - Carers and Nurses**

### **WHAT IS THE PURPOSE OF THIS DOCUMENT?**

Consultus Care & Nursing Ltd is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR).

Consultus Care & Nursing Ltd is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

We have been supplying carers and nurses to people in their own homes for over 60 years; we operate as an introduction agency, as a registered care provider and also as a provider of nursing services.

As a carer or nurse, you may give us your personal data directly, such as over the telephone, but completing our application or registration form or via our website, or we may collect details from another source such as a jobs board. We need to process your personal data to enable us to provide you with work-finding services and information relating to roles relevant to you and we confirm that your personal data will only be used in accordance with the terms set out below.

This notice applies to current and former carers and nurses. This notice does not form part of any contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

It is important that you read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

### **DATA PROTECTION PRINCIPLES**

We will comply with data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely

### **THE KIND OF INFORMATION WE HOLD ABOUT YOU**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Date of birth
- Gender
- Marital status
- Recruitment information (including copies of information included in a CV or cover letter)
- Employment history
- Qualifications
- Technical Data including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website
- Usage Data including information about how you use our website. Some telephone calls may be recorded for training and monitoring purposes.

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your health, including any medical condition.
- Genetic information and biometric data.
- Information about criminal convictions and offences.

## HOW IS YOUR PERSONAL INFORMATION COLLECTED?

We collect personal information about carers and nurses, either directly from you or sometimes from an agency or background check provider. We may sometimes collect additional information from third parties including background check agencies.

## HOW WE WILL USE INFORMATION ABOUT YOU

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform a contract we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- We may also use your personal information in the following situations, which are likely to be rare:
  - Where we need to protect your interests (or someone else's interests).
  - Where it is needed in the public interest or for official purposes.

**Legitimate Interest** means the interest of our business in conducting and managing our business. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

**Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

**Comply with a legal or regulatory obligation** means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

## SITUATIONS IN WHICH WE WILL USE YOUR PERSONAL INFORMATION

We need all the categories of information in the list above primarily to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Making a decision about your booking with the clients
- Carry out background and reference checks, where applicable
- Dealing with legal disputes involving you, or other carers and nurses, or clients
- Ascertaining your fitness to provide the services to clients
- Complying with health and safety obligations
- To prevent fraud
- Keep records relating to our processes

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

### If You Fail to Provide Personal Information

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our clients).

## CHANGE OF PURPOSE

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

- In limited circumstances, with your explicit written consent
- Where we need to carry out our legal obligations
- Where it is needed in the public interest, for example the safeguarding of our clients

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

## **INFORMATION ABOUT CRIMINAL CONVICTIONS**

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

We may also process such information about carers and nurses or former carers and nurses in the course of legitimate business activities with the appropriate safeguards.

We will only collect information about criminal convictions if it is appropriate for the purposes of safeguarding the clients and where we are legally able to do so.

We are allowed to use your personal information in this way because of our need to protect the legitimate interests and safety of our clients. We have in place an appropriate policy and safeguards which we are required by law to maintain when processing such data.

## **DATA SHARING**

We may have to share your data with third parties, including clients, third-party service providers and other entities.

We require third parties to respect the security of your data and to treat it in accordance with the law.

### **Why Might We Share Your Personal Information With Third-Parties?**

We will share your personal information with third parties where required by law, where it is necessary to provide or where we have another legitimate interest in doing so.

### **Which Third-Party Service Providers Process Your Personal Information?**

"Third parties" includes third-party service providers (including carers and nurses and designated agents), clients (where necessary) and the Disclosure and Barring Service in respect of criminal convictions.

### **How Secure Is Your Information With Third-Party Service Providers and Other Entities in Our Group?**

All our third-party service providers and other entities are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **Transferring Information Outside the EEA**

We will not transfer the personal information we collect about you outside the European Economic Area (EEA).

## **DATA SECURITY**

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **DATA RETENTION**

### **How Long Will We Use Your Information For?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available by contacting us. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and

the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a carer or nurse with the company we will retain and securely destroy your personal information in accordance with our data retention policy.

## **YOUR OBLIGATIONS**

It may be necessary, for our legitimate interests and for the safety of our clients, that we are required to share personal data regarding our clients with you ("Client Data").

If you are to process Client Data, you confirm that you will:

- Only process the Client Data in accordance with our written instructions;
- Protect against unauthorised or unlawful processing of Client Data and against accidental loss or destruction of, or damage to the Client Data;
- Ensure that you keep the Client Data confidential;
- Not transfer any Client Data outside of the EEA without our prior written consent;
- Notify us immediately of any data breach;
- At our written request, delete or return Client Data and copies to us;
- Assist us in responding to any data subject access request from a client.

## **RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION**

### **Your Duty to Inform Us of Changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

### **Your Rights In Connection with Personal Information**

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below)
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it
- Request the transfer of your personal information to another party

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

### **No Fee Usually Required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **What We May Need From You**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **Right to Withdraw Consent**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us.

Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## **DATA PRIVACY MANAGER**

We have appointed a data privacy manager to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the data privacy manager. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

## **CHANGES TO THIS PRIVACY NOTICE**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## **CONTACTING US**

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Our full details are:

Full name of legal entity:	Consultus Care & Nursing Ltd
Name or title of data privacy manager:	Debbie Kettle
Email address:	office@consultuscare.com
Postal address:	17-19 London Road, Tonbridge, Kent TN10 3AB
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