

## Full Privacy Notice

### Who we are

Grove Social Care (GSC) gathers and processes your personal information in accordance with this Privacy Notice and in compliance with the relevant Data Protection Regulation and laws. This Notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

GSC's registered office is at Ruthlyn House, 90 Lincoln Road, Peterborough, Cambs, PE1 2SP and we are a Company registered in England and Wales under Company No: 10567559.

We are registered on the Information Commissioner's Office Register - Registration No: ZA389870, and act as the data controller when processing your data. Our Appointed Person is the Development and Business Relationship Manager, who can be contacted at 2 North Street, Peterborough, PE1 2RA (Tel: 01733 568444).

### Information that we collect

GSC processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this Notice.

#### The personal data that we may collect is:

- Name
- Date of Birth
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Passport Number
- Right to work in the UK and relevant Visa details
- Driver's Licence Number
- Car registration number, MOT if relevant, business insurance details (if needing to use a personal vehicle for work)
- Photograph (for ID / Profile)
- Next of Kin
- Bank details
- Utility bill
- References

- Personal Profile
- Qualifications / training details
- Special Category Data (health declaration - Tetanus and Hepatitis B vaccination details, Enhanced DBS, Self-Disclosure - convictions)
- Sickness (if off sick)
- Maternity information (if relevant)
- Business Email
- Hours individuals have worked and locations

We collect information about protected characteristics to aid in our recruitment monitoring under the Equality Act 2010, but this is all anonymous, voluntarily given and in no way personally identifiable.

**We collect information in the following ways:**

Emailed / posted application pack / conditional offer pack / medical declaration, telephone calls, recruitment interview, examination of documents (passport, driving licence, etc.), in person, by email, from Atlantic Data DBS online.

**How we Use your Personal Data** (Legal Basis for Processing)

GSC takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this Notice.

**The purposes and reasons for processing your personal data are detailed below: -**

- We use your data in our recruitment and appointment process, the legal basis for this is the performance of a contract between you and GSC.
- We collect further data (should you be successful at interview) for the purposes of pre-appointment checks (including sensitive, special category personal information, health and criminal records). The legal basis is to fulfil our legal obligations (and those of hiring Service Providers that may use Agency Workers) within the recruitment and safeguarding checks (of children and or vulnerable adults) process. The Disclosure and Barring Service (DBS) information we gather about you comes from the Government agencies responsible for safeguarding checks to meet our legal obligations.
- If successful in being offered a position as an Agency Worker or employee – we collect and share your data (process) so we can place you with Service Providers for work (who may also share your information with the Local Authority that they operate contracts with, for safeguarding checks) under our legal obligations and with our accountancy firm (Rawlinsons, Lincoln Road, Peterborough) to process payroll, pensions (where applicable) and as part of our legal obligation for business accounting and tax purposes.
- Sometimes we may be asked to share your data for the purposes of safeguarding investigations – under our legal obligations (this can be with Police, Local Authority Designated Officers (LADO), the DBS service, the Nominated Safeguarding Officer of a hiring Service Provider).

- The next of kin information that we collect and store will only be used in an emergency situation where an accident or incident has impacted an Agency Worker / employee and the next of kin needs to be informed.

## Your Rights

You have the right to access any personal information that GSC processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has / will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and / or complete the information and we will strive to do so as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws, as well as to object to any direct marketing from us, here applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## Sharing and disclosing your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this Notice or where there is a legal requirement.

GSC uses third-parties to provide the below services and business functions. However, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this Privacy Notice, the data protection laws and any other appropriate confidentiality and security measures.

- Rawlinsons Payroll & HR Ltd, Ruthlyn House, 90 Lincoln Road, Peterborough, PE1 2SP process your payroll. They hold your bank details and National Insurance Number and your timesheets are securely processed to them. They ensure you are paid and undertake legal responsibilities with regard to taxation, National Insurance and pensions (where applicable). They supply details regarding individuals to [my.epayslips.com](https://my.epayslips.com) for workers to access pay details. These are securely password and code protected.
- (Where applicable) NEST Pensions providers
- 1and1 <https://www.1and1.co.uk/terms-gtc/terms-privacy/>

- Hiring Service Providers with whom we place Agency Workers for work assignments. These vary. On each assignment your Personal Profile and Photograph will be securely shared with the Service Provider so they can utilise your services (each Worker also has a hard copy of their profile with them). We hold Service Level Agreements with each Service Provider, which include confirmation of General Data Protection Regulations (GDPR) compliance and full secure use and storage of shared data. Service Providers will not use your data for any other purpose than to support an Agency Worker to complete work assignments, training, supervision, etc. with them (legal basis - performance of a contract) and may share information with their contracting Local Authority for reasons of safeguarding young people (legal obligation).

## Safeguarding Measures

GSC takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including:

**Encryptions, restricted access, IT authentication, passwords, firewalls, anti-virus / malware, Service Level Agreements with third parties, secure database (online DBS checks), etc.**

## Transfers outside the EU (if applicable)

Personal data in the European Union is protected by the GDPR but some other countries may not necessarily have the same high standard of protection for your personal data. GSC does not transfer or store any personal data outside the EU.

## Consequences of not providing your data (if relying on statutory / contractual requirement basis)

You are not obligated to provide your personal information to GSC. However, as this information is required for us to provide you with our services / deliver your products / legitimate interests, we will not be able to recruit you, offer employment or place you as an Agency Worker with any assignments for work without certain personal information.

## How long we keep your data

GSC only ever retains personal information for as long as is necessary and we have strict Review and Retention policies in place to meet these obligations.

We are required under UK Tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

If your application is unsuccessful, your data will be **destroyed after 6 months**.

General unsuccessful pre-vetting information is **destroyed immediately** if no application pack is sent out.

All emails regarding bookings from hiring companies are destroyed **within one month**.

Where you have consented to us using your details for direct marketing, **we will keep such data until you notify us otherwise and / or withdraw your consent**.

## Special Categories Data (if applicable)

As your employer, we have a legitimate interest and, in some cases, a legal obligation to process certain special category data about you. This can include, but is not limited to, information about any disabilities, health conditions and religious requirements. This supports our legal obligations to ensure safeguarding of young people and vulnerable adults in our recruitment and work assignment process.

Where we collect such information, we do so under the **GDPR's Article 9(2)b and the Data Protection Act Schedule 1, Part 1 (1) – Employment**. We will only request and process the minimum necessary for the specified purpose and ensure that the required protective measures and security is placed on all special category data.

## Lodging a complaint

GSC only processes your personal information in compliance with this Privacy Notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Development and Business Relationship Manager  
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