

General Data Protection Regulations Privacy Notice

Privacy Notice (How we use agency staff data)

The categories of agency staff information that we collect, process, hold and share include:

- personal information (such as name, employee or number, national insurance number)
- special categories of data including characteristics information such as gender, age, ethnic group
- contract information (such as start dates, hours worked, post, roles and salary information)
- work absence information (such as number of absences and reasons)
- qualifications (and, where relevant, training achieved)

Why we collect and use data

We use agency staff data to:

- enable the development of a comprehensive picture of the workforce and how it is deployed
- inform the development of recruitment and retention policies
- enable individuals to be paid
- enable our clients to identify agency staff working with their service users

The lawful basis on which we process data

We process this information under Her Majesty Revenue and Customs legislation, Care Quality Commission regulations, Department of Health and social care, Working Time Regulations, Disclosure Barring Services checks, Care Inspectorate and the Scottish Social Services Council.

Collection of data

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Retention of data

We hold agency staff data for no longer than the purpose for which it was collected for, or where applicable the statutory provided relevant time for example HMRC requests for data to be kept for three years from the time of the relevant financial year. Once you are no longer involved with the DSL, we will securely retain your data for 3 years, or shorter or longer if provided for by any statutory provision.

Who we share this information with

We routinely share this information with:



- our local authorities (Domiciliary care)
- Our Clients
- And on request with CQC and HMRC

Why we share agency staff data

We do not share information about agency staff members with anyone without consent unless the law and our policies allow us to do so.

Delight Supported Living (DSL) has robust processes in place to ensure that the confidentiality of personal data is maintained and there are stringent controls in place regarding access to it and its use. Decisions on whether the DSL releases personal data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data
- the purpose for which it is required
- the level and sensitivity of data requested; and
- the arrangements in place to securely store and handle the data

To be granted access to agency staff information, organisations must comply with its strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact Kasia Zwolinska (Administration Manager/ Data Protection Officer on 01462684757)

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>



Further information

If you would like to discuss anything in this privacy notice, please contact: Kasia Zwolinska (Administration Manager/ Data Protection Officer)