



PRIVACY NOTICE

How your information will be used

As an employee or volunteer of 1st Homecare, 1st Homecare need to keep and process information about you for normal employment or volunteer co-ordination purposes. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run 1st Homecare and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment/volunteering ends and after you have left for as long as necessary. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the legitimate interests of 1st Homecare and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

Who are we?

We are 1st Homecare. 1st Homecare offers personalised homecare support. 1st Homecare is a fully owned subsidiary of Real Life Options. The registered office for 1st Homecare is Unit 14b Elgin Industrial Estate, Dickson Street, Dunfermline, KY12 7SN

Our head administration office and registered office address is David Wandless House, A1 Business Park, Knottingley Road, Knottingley, WF11 0BU. You can contact us by post at the above address, or by telephone on +44 (0)1977 781800.

You can contact the 1st Homecare Data Protection Officer via the details above if you have any queries on how we process your personal data or by email at dataprotection@1sthomecare.co.uk.

What personal data do we collect?

The term “personal information” in this notice refers to information that does or is capable of identifying you as an individual.

Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your manager or in some cases, external sources, such as referees. However, in other instances, we process personal information that we are able to infer about you based on other information you provide to us or during our interactions with you, or personal information about you that we receive from a third party using a process that we have told you about.

The sort of information we hold includes your application form and references, DBS/PVG, SSSC and other registered bodies for both England and Scotland, your contract of employment and any amendments to it or your volunteering agreement, correspondence with or about you, for example letters to you about a pay rise or, at your request, a letter to your mortgage company confirming your salary; information needed for payroll, benefits and expenses purposes; contact and emergency contact details; records of holiday; sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history, such as a training records, appraisals, other performance measures and, where appropriate, disciplinary and grievance records.

When you start employment or volunteering with 1st Homecare we will ask you to provide certain personal information and may gather further information during the course of your employment or volunteering. A detailed list of the types of personal information that we process is shown below:

- name, gender, home address and telephone number, personal email address, date of birth;
- marital status, emergency contact details;
- residency and work permit status, military status, nationality and passport information;
- social security or other taxpayer identification number, banking details;
- sick pay, pensions, insurance and other benefits information (including the gender, age, nationality and passport information for any spouse, minor children or other eligible dependants and beneficiaries);
- date of hire, date(s) of promotions(s), work history, technical skills, educational background, professional certifications and registrations, language capabilities, training courses attended;
- date of volunteer starting and volunteer experience (where applicable)
- physical limitations and special needs to provide appropriate support in the work place;
- photograph for security and identification;

- records of work absences, holiday entitlement and requests, salary history and expectations, performance appraisals, supervisions letters of appreciation and commendation, and disciplinary and grievance procedures (including monitoring compliance with and enforcing 1st Homecare policies);
- where permitted by law and proportionate in view of the role or function to be carried out by an employee or prospective employee, the results of criminal background checks (DBS/PVG), health screening, health certifications;
- driving licence number, vehicle registration and driving history;
- information required to comply with laws, the requests and directions of law enforcement authorities or court orders (e.g. child support or debt payment information);
- acknowledgements regarding 1st Homecare policies, including ethics and/or conflicts of interest policies and computer and other corporate resource usage policies;
- information captured on security systems, including CCTV and key card entry systems and other security and technology systems, to the extent permitted by applicable law;
- voicemails, emails, correspondence and other work product and communications created, stored or transmitted by an employee or volunteer using 1st Homecare computer or communications equipment (although correspondence exchanged using 1st Homecare equipment but using personal addresses is only processed to the extent permitted by applicable law);
- telephone phone call usage, and mobile data usage as identified by phone billing records and mobile device management software;
- date of resignation or termination, reason for resignation or termination, information relating to administering termination of employment or volunteering (e.g. references); and
- any other relevant data that could be necessary to comply with 1st Homecare purposes.

There may be instances in which the personal information that you provide to us or we collect is considered Sensitive Personal Information. We define “Sensitive Personal Information” to mean personal information from which we can determine or infer an individual’s racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, membership in a trade union or professional association, physical or mental health or condition, genetic data, sexual life or judicial data (including information concerning the commission or alleged commission of a criminal offence). We only process Sensitive Personal Information if permitted by applicable law. We will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

This list is not exhaustive, as we hold records of most contacts we have with you, or about you, and we only process this information so we can comply with our contract

of employment or volunteering agreement and ensure we process your pay in line with applicable laws and rules.

Why do we collect this information?

We may collect, use and disclose employee or volunteer personal information to:

- evaluate applications for employment or volunteering;
- manage all aspects of an employee's employment or manage all aspects of the volunteer relationship , including, but not limited to, payroll, benefits, process salary finance requests, corporate travel and other reimbursable expenses, development and training, absence monitoring, performance appraisal, disciplinary and grievance processes and other general administrative and human resource-related processes;
- develop manpower and succession plans;
- provide a range of methods of communication, for example personnel letters, payslips, company news;
- maintain sickness records and occupational health programs to comply with our health and safety and occupational health obligations;
- protect the safety and security of 1st Homecare employees and volunteers, property and the people we support;
- investigate and respond to claims against 1st Homecare employees and volunteers, property and the people we support;
- comply with our contract requirements with you or our customers;
- comply with regulatory requirements;
- conduct employee/volunteer opinion surveys and administer employee recognition programs;
- administer termination of employment or volunteering and provide and maintain references;
- maintain emergency contact and beneficiary details;
- communicate with you generally or confidentially;
- comply with our insurers requirements to protect employees and volunteers, 1st Homecare property, or other assets;
- comply with applicable laws (e.g. health and safety), including judicial or administrative orders regarding individual employees and volunteers.
- Access to company IT systems
- Location for Password reset's to be sent to and other employee or volunteer relating notifications
- Process employee loans or salary finance applications

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to

consider how your health affects your ability to do your job or volunteering and whether any reasonable adjustments to your job or volunteer role might be appropriate.

There are Closed Circuit Television (CCTV) cameras in operation in external areas' in some offices or other premises, which, may be used for the following purposes:

- to prevent and detect crime;
- to protect the health and safety of staff, volunteers, visitors and the people we support;
- to manage and protect 1st Homecare property and the property of our staff, volunteers and the people we support and other visitors;
- for quality assurance purposes, to the extent permitted by applicable law.

We may monitor internet use, ICT systems usage and communications in accordance with applicable laws and 1st Homecare ICT Security Policy.

What do we do with your information and how is it shared?

General

In order to carry out the purposes outlined above, information about you will be disclosed for the purposes set out above to human resources employees, finance and payroll employees, line managers, consultants, legal advisors and other appropriate persons in our organisation on a strictly need to know basis in line with 1st Homecare Data Protection and Confidentiality policies.

Our Agents, Service Providers and Suppliers

Like many organisations, from time to time, we outsource the processing of certain functions and/or information to third parties.

Please note:

- When you apply for a position with us online, you may be transferred to a third party site with whom 1st Homecare has contracted to process your personal information on our behalf.
- Once you have started employment, your personal details, employment history), salary information, payroll data, employment benefits data is stored in a system that is maintained by a third party, although transactions are processed by authorised 1st Homecare employees. Once volunteers have started their placement, personal details and employee history will be stored in a system that is maintained by a third party, although transactions are processed by authorised 1st Homecare employees.
- Once you have started, we will send a one-time invite to your personal email address to access our online news/intranet/social media platform. You can accept this invite on a voluntary basis, and set personal alerts that would come to your email address if requested. You can remove these notifications or

access to that system at any time. This system is provided by a third party, however, it is administered by authorised 1st Homecare employees.

- We outsource the employment law advisory service to a third party, your employment/volunteering and personal details may be discussed with them when advice is being sought on employment matters.
- Any accidents, safeguarding concerns, incidents that occur during the course of your employment or volunteering will be stored in a system hosted and maintained by a third party, although transactions are processed by authorised 1st Homecare employees.
- Your personal details sent by email or stored in common file storage will be stored in a system hosted and maintained by a third party, although transactions are processed by authorised 1st Homecare employees.
- If you are enrolled onto a pension scheme the relevant personal details required to set-up, maintain and pay into the scheme will be shared with the chosen third party.
- If you wish to join the organisations contracted employee benefit scheme, your name, employment number and chosen email address will be shared with the third party who maintains the scheme.
- If you choose to utilise any of the contracted employee benefit schemes such as salary finance, that is an agreement made directly with the chosen provider and we will exchange any personal data securely and act as a data processor for our chosen partner to help provide that service to our employees.

When we do outsource the processing of your personal information to third parties or provide your personal information to third-party service providers, we oblige those third parties to protect your personal information in accordance with the terms and conditions of this privacy statement and 1st Homecare Data Protection Policy, with appropriate technical and organisational security measures under a written contract which obliges both parties to protect your data under current data protection laws.

Legal Requirements

We reserve the right to disclose any personal information we have concerning you if we are compelled to do so by a court of law or requested to do so by a governmental entity or if we determine it is necessary or desirable to comply with the law or to protect or defend our rights or property in accordance with applicable laws. We also reserve the right to retain personal information collected and to process such personal information to comply with accounting, tax rules, regulations and any specific record retention laws.

How long do we keep your information for?

We may retain certain personal information of employees and volunteers after their employment or voluntary placement ends for any residual aspects of the purposes set out above. We will only retain such personal information for as long as it is necessary and in all cases for no longer than permitted by 1st Homecare Records Management Policy and applicable law.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask for it to be erased and you can ask for us to give you a copy of the information. Further details can be found in the 1st Homecare Data Protection Policy, a copy of which is available on request from the Data Protection Officer.

As stated above, unless you say otherwise, all personal information we request from you is obligatory and required for us to continue our contract of employment or volunteering agreement with you. If you do not provide and/or allow us to process all obligatory personal information as requested, we will not be able to keep complete information about you, thus affecting our ability to accomplish the purposes set out in this privacy notice.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to Privacy Notice

Details of our Employee and Volunteer Privacy Notice may change from time to time. The latest versions will be available on our SharePoint Intranet and also published on our external website. You can also obtain the latest copy by writing to us at the contact address above.