

1. Purpose

We believe that transparency is important and appreciate that you trust us with information that is important to you. We want to be open about how we use it and so this privacy notice will let you know about the data we collect, how we use it, the controls we give you over your information, and the measures we take to keep it safe.

2. Information we collect

When you submit your application and or CV, we collect a lot of personal information including your name, address, telephone number and email address. If you are successful at interview we will collect more personal data so that we can clear you to work. This includes referee details, next of kin details, national insurance number, medical information, criminal record checks, ID documents like passport, driving license and utility bills, qualifications and evidence of your right to work in the UK.

Since the COVID-19 pandemic, we also collect data relating to vaccination status although it is optional whether you provide that.

When you are logging in and out of your sessions on CarePlanner, we are able to see your location. This requires you to allow CarePlanner access to your GPS. If you choose not to allow this, we are able to put a one time passcode device into the home of the person you support.

Depending on where you work, family members may have CCTV audio and visual in place. This is not common and we will let you know if this is the case in advance.

3. Why we collect this information

The information we collect is used to allow us to carry out a fair and equal recruitment process, to allow us to contact potential candidates during the recruitment process and allow us to build a picture of our applicant pool.

We need to further collect data for our employees to allow us to maintain data required by law including right to work documentation and documentation needed to process a DBS application, other data is collected to allow KEYFORT to process employee pay or to provide evidence to our regulators of employees.

Once you are an employee, we may also collect some special category data like medical information or if you consider yourself to have a disability so that we can ensure safe working practices and reasonable adjustments.

We will use contact details including home addresses, email address and phone numbers to correspond with our employees on matters regarding their employment or to send relevant company announcements.

We use GPS to track location at shift start and finish times to ensure that our employees and the people we support are safe.

Vaccine information is stored and is used to provide data only to the department of health. This is completely anonymised and only numbers submitted.

4. How we keep your information safe

All candidates information is kept in a file on our secure company shared drive. The shared drive can only be accessed with a username and password and access rights are restricted only to employees who need to see it. Some information may be kept in paper files which are held in a lockable cabinet in our offices.

In terms of all our employees all information is held on up to four secure cloud-based systems; People HR, Log My Care, CUDOS or CarePlanner. A small number of KEYFORT employees have the ability to access employee information; this includes members of the HR Team and the Employee Line Manager. Any employees who have the right to access this information do so with a secure login.

In order to ensure we have all of the information to keep you safe when on session, all on call managers will have access to some basic information about you including your email address, telephone number, address, medical information (if relevant) and next of kin details. These are stored securely.

5. Who else might see your personal information

The Care Quality Commission (CQC)

As an employee if you are delivering support to a person we support for whom is receiving care which is regulated by CQC, we have a legal obligation to share some of your information with them as they check to make sure that the service you are provided is of a high standard.

Department of Education

As an employee if you are providing support which is funded by Student Finance England, we have an obligation to share some of your information in order to be able to provide the support.

External partners

We transfer information to service providers, and other partners who process it for us, based on our instructions, and in compliance with this policy and any other appropriate confidentiality and security measures. Examples of this are to allow us to invoice for the support we have provided or with our IT Company to make sure that your personal information remains safe. We also hold employee personnel files on either our care planning software and People HR.

Safeguarding

We have a legal obligation to share information with the local adults or children's safeguarding team or even the police if we felt that you or others were at risk of harm.

Training organisations

If you wish to complete any external training, we will need to be able to pass your contact details, date of birth and national insurance number to the training provider. Prior to working with any training providers, we will check that they have policies which comply with current data protection policies. If you don't want your contact details to be passed on, we would be unable to arrange the training but do have a suite of internal training you could still access.

6. Your rights in relation to your data

- **The right to be informed**

You have the right to know what information we hold about you, how we store it and who has access to it. That is why we are giving you this privacy notice.

- **The right to access your personal information**

You have the right to be able to access any personal information we hold about you. If you wish to do so, you need to write to us at the address at the bottom of this document.

KEYFORT Group
2 Earls Court
Fifth Avenue Business Park
Team Valley Trading Estate
Gateshead
NE11 0HF
enquiries@keyfortgroup.co.uk

- **Your personal information being correct**

You have the right to ensure that the information we hold about you is correct. If you find that it is not, you have the right to have it changed. We will make any changes requested as soon as possible.

- **The right to erasure**

Although for some of your personal information, we legally have to keep it and share it with others, there may be some information you could ask us to delete. If you wish to request that your data is erased you can write to us at the address at the bottom of this document.

We will write back to you to let you know what we have been able to delete and what we have had to keep, why we need to keep it and how long we will keep it for.

- **The right to restrict processing**

In some circumstances you can ask us to restrict the way we use your data. This is usually just for a short period of time for example if you don't think your data is right and so while we update it you and want us to stop using it.

- **The right to data portability**

This means that you can ask us to provide any data you have given us to others.

- **The right to object**

You have the right to object about how your data is used. For example, you should let us know if you don't want to receive any information relating to other services we offer.

7. Data Retention

For candidates, those for whom are unsuccessful at shortlist or interview, KEYFORT will maintain your application pack and interview notes for a period of 6 months.

If successful in gaining employment with the organisation, we will keep your personal data for as long as you are employed. Once you leave employment, we will only keep your data for as long as we need to in order to comply with the law and best practice. For example, it is a legal requirement to maintain evidence of your employment for a period of seven years; this is to allow for outside parties such as HMRC to access. Any data that we don't have an obligation to keep, we will destroy once you have left employment.

8. Contact details

If you need to contact us with a query about your data, please write to us at:

Data Protection Officer

KEYFORT Group

2 Earls Court

Fifth Avenue Business Park

Team Valley Trading Estate

Gateshead

NE11 0HF

enquiries@keyfortgroup.co.uk

9. Review

We will review this privacy notice regularly and will share it with you if there are any changes.