



# Data Protection Privacy Notice



## Dhek Bhal

# Data Protection Privacy Notice

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### Who collects the information

Dhek Bhal Ltd ('Company') is a 'data controller' and gathers and uses certain information about you.

### Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

### About the information we collect and hold

The table set out in 0 summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in 0 with other parties, such as external contractors and our professional advisers and potential purchasers of some or all of our business or on a re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information as required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### Where information may be held

Information will be held at our office.

### How long we keep your information

We keep your information for no longer than is necessary for the purposes for which the personal information is processed and in line with government guidelines.

### Your rights to correct and access your information and to ask for it to be erased

Please contact Naheed Kausar – Personnel and Domiciliary Care Manager, in writing to: Dhek Bhal, 43 Dacie Road, Barton Hill, Bristol BS5 0AX or email :– [nk.dhekbhal@yahoo.co.uk](mailto:nk.dhekbhal@yahoo.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask Naheed Kausar for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Naheed Kausar will provide you with further information about the right to be forgotten, if you ask for it.

### Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Governance

Alliance's guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>) If you do not follow these guidelines, you must provide people with your own retention schedule as you need to tell people how long you hold their data for.

4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.

5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.

6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

## **National Data Opt-Out**

We ensure we do not share any data for planning or research purposes for which the national data opt-out would apply. We review all of the confidential patient information we process on an annual basis to see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose. You can find out more information at <https://www.nhs.uk/your-nhs-data-matters/>.

## **How to complain**

We hope that Naheed Kausar – Personnel and Domiciliary Care Manager can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

**SCHEDULE 1****Service Users, Suppliers, Contractors, Organisations and Partner Organisations (collectively known as 'Other Data Subjects')**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Your name, contact details (ie address, home and mobile phone numbers, email address and website) <input type="checkbox"/></b>	<b>From you</b>	To enter into/perform a contract Legitimate interests to maintain contact records	To enter into/perform a contract
<b>Details of bank/building society</b>	<b>From you</b>	To make or receive payments under a legal contract	To perform a contract

**SCHEDULE 2**

**Service Users**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Your name, contact details (ie address, home and mobile phone numbers, email address) and emergency contacts (ie name, relationship and home and mobile phone numbers) □</b>	From you and local authority, NHS Trust commissioning service on your behalf	To enter into/perform a contract Legitimate interests to maintain contact records	To enter into/perform a contract
<b>Details of bank/building society</b>	From you and local authority, NHS Trust commissioning service on your behalf	To receive payments under a legal contract	To perform a contract
<b>Details of Date of Birth</b>	From you and local authority, NHS Trust commissioning service on your behalf	Legitimate interests to comply with legal, regulatory and corporate governance obligations	To perform a contract
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs &amp; marital status</b>	From you and local authority, NHS Trust commissioning service on your behalf	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our policies  For further information, see * below
<b>Your health conditions and family circumstances</b>	From you and local authority, NHS Trust commissioning service on your behalf	To comply with contract (with yourself or commissioning body)	To deliver person centred care
<b>Information on complaints or compliments by you or your representatives</b>	From you, your representative, family member and from consultants we may engage in relation to the complaints, compliments procedure	To perform the contract.  To comply with our legal and contractual obligations  Legitimate interests: to maintain accurate records and to comply with legal, regulatory and corporate governance obligations and good practice in service delivery.  For Monitoring records	For service users, their families, advocates and representatives to follow our policies and to deal with complaint and compliment matters.  Information shared with relevant managers, external agencies e.g: commissioning body, CQC, DBS, Police and with consultant we may engage

**SCHEDULE 3**

**Employees**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Your name, contact details (ie address, home and mobile phone numbers, email address) and emergency contacts (ie name, relationship and home and mobile phone numbers) <input type="checkbox"/></b>	From you	To enter into/perform the employment contract  Legitimate interest: to maintain employment records and good employment practice	To enter into/perform the employment contract
<b>Details of bank/building society</b>	From you	To perform the employment contract including payment of salary and benefits	To perform a contract
<b>Details of salary and benefits, National Insurance and tax information, your age <input type="checkbox"/></b>	From you	To perform the employment contract including payment of salary and benefits  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To ensure you receive the correct pay and benefits  Information shared with HM Revenue & Customs (HMRC)
<b>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information <input type="checkbox"/></b>	From you and, where necessary, the Home Office	To enter into/perform the employment contract  To comply with our legal obligations  Legitimate interest: to maintain employment records	To carry out right to work checks  Information may be shared with the Home Office
<b>A copy of your driving licence <input type="checkbox"/></b>	From you	To perform the employment contract  To comply with our legal obligations  To comply with the terms of our insurance	To ensure that you have a clean driving licence  Information may be shared with our insurer
<b>Details of your pension arrangements, and all information included in these and necessary to implement and administer them <input type="checkbox"/></b>	From you, from our pension administrators Royal London and (where necessary) from your own pension fund administrators	To perform the employment contract including employment-related benefits  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To administer your pension benefits AND/OR to comply with our auto-enrolment pension obligations  Information shared with our pension administrators Royal London and with HMRC

<b>Information in your sickness and absence records (including sensitive personal information regarding your physical and/or mental health) <input type="checkbox"/></b>	From you, from your doctors, from medical and occupational health professionals.	To perform the employment contract including employment-related benefits  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	To maintain employment records, to administer sick pay entitlement, to follow our policies and to facilitate employment-related health and sickness benefits  To comply with our legal obligations to you as your employer  Information shared with your doctors, with medical and occupational health professionals.  For further information, see * below
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs &amp; marital status</b>	From you	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our policies  For further information, see * below
<b>Your health conditions and family circumstances</b>	From you and local authority, NHS Trust commissioning service on your behalf	To ensure equal opportunities for all and make any reasonable adjustments to the workplace	To be aware of any adjustments required for Equal Opportunities
<b>Criminal records information, including the results of Disclosure and Barring Service (DBS) checks <input type="checkbox"/></b>	From you and the DBS	To perform the employment contract  To comply with our legal obligations  For reasons of substantial public interest (preventing or detecting unlawful acts, and protecting the public against dishonesty)	To carry out statutory checks  Information shared with DBS and other regulatory authorities as required  For further information, see * below
<b>Information on grievances raised by or involving you</b>	From you, from other employees and from consultants we may engage in relation to the grievance procedure	To perform the employment contract  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	For staff administration, to follow our policies and to deal with grievance matters  Information shared with relevant managers, HR personnel and with consultants we may engage
<b>Information on conduct issues involving you</b>	From you, from other employees and from consultants we may engage in relation to the conduct procedure	To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	For staff administration and assessments, to follow our policies, to monitor staff performance and conduct and to deal with disciplinary and grievance matters  Information shared with relevant managers, HR personnel and with consultants we may engage

<b>Details of your appraisals and performance reviews</b>	From you, from other employees and from consultants we may engage in relation to the appraisal/performance review process	To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	For staff administration and assessments, to follow our policies, to monitor staff performance and conduct and to deal with disciplinary and grievance matters  Information shared with relevant managers, HR personnel and with consultants we may engage
<b>Details of your performance management/improvement plans (if any)</b>	From you, from other employees and from consultants we may engage in relation to the performance review process	To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	For staff administration and assessments, to follow our policies and to monitor staff performance  Information shared with relevant managers, HR personnel and with consultants we may engage
<b>Details of your time and attendance records</b>	From you and from <i>time management system</i>	To perform the employment contract  Legitimate interest: to monitor and manage staff access to our systems and facilities and to record staff absences	For payroll and staff administration and assessments, to follow our policies and to monitor staff performance and attendance  Information shared with relevant managers, HR personnel and with consultants.
<b>Information in applications you make for other positions within our organisation</b>	From you	To enter into/perform the employment contract  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To process the application  Information shared with relevant managers, HR personnel and with consultants we may engage
<b>Information about your use of our IT, communication and other systems</b>	Automated monitoring of our websites and other technical systems, such as our computer networks and connections, access control systems, communications systems, Internet facilities, telephones, voicemail, mobile phone records	Legitimate interests: to monitor and manage staff access to our systems and facilities to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage to ensure our business policies, such as those concerning security and internet use, are adhered to for operational reasons, such as maintaining employment records, recording transactions,	To protect and carry out our legitimate interests (see adjacent column)  Information shared with relevant managers, HR personnel and with consultants we may engage  For further information, see ** below

		<p>training and quality control</p> <p>to check that restrictions on your activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>to prevent unauthorised access and modifications to our systems</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	
<b>Details of your use of business-related social media, such as LinkedIn</b>	From relevant websites and applications	<p>Legitimate interests:</p> <p>to monitor and manage staff access to our systems and facilities</p> <p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our business policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining employment records, recording transactions, training and quality control</p> <p>to check that restrictions on your activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with relevant managers, HR personnel and with consultants we may engage</p> <p>For further information, see ** below</p>
<b>Your use of public social media (only in very limited circumstances, to check specific risks for specific functions within our</b>	From relevant websites and applications	<p>Legitimate interests:</p> <p>to monitor and manage staff access to our systems and facilities</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with relevant managers, HR personnel and</p>

<p><b>organisation; you will be notified separately if this is to occur)</b></p>	<p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our business policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining employment records, recording transactions, training and quality control</p> <p>to check that restrictions on your activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	<p>with consultants we may engage</p> <p>For further information, see ** below</p>
<p><b>Details in references about you that we give to others</b></p>	<p>From your personnel records, our other employees</p>	<p>To perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p> <p>To provide you with the relevant reference</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers, HR personnel and the recipient(s) of the reference</p>

## Friends/Relatives

### What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

### Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

## Where do we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via post or via application forms.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

You are required (by law or under the terms of your contract of employment, or in order to enter into your contract of employment) to provide the categories of information marked '□ 'above to us to enable us to verify your right to work and suitability for the position, to pay you, to provide you with your contractual benefits, such as your pension and to administer statutory payments such as statutory sick pay (SSP). If you do not provide this information, we may not be able to employ you, to make these payments or provide these benefits.

\* Further details on how we handle sensitive personal information and information relating to criminal convictions and offences are set out in our data protection policy available from the HR department.

\*\* Further information on the monitoring we undertake in the workplace and how we do this is available in our IT, data protection and DBS Policy available from the HR department