

Privacy Notice

The UK General Data Protection Regulations (“GDPR”) sets out our obligations to you and your rights regarding how we manage your personal information. We are the ‘controller’ of your personal information and will ensure that the personal information we hold about you is:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely

Certain information that we process is classed as ‘special category data’. This means it is sensitive by nature and we therefore have a higher duty of care in how we process this data and examples are:

- Religion
- Criminal Cautions or Convictions
- Nationality or Ethnicity
- Medical Information
- Driving Convictions

We collect typical internet log information including: IP Address, the pages you visit and general information about the device used. This is measurable data that we collect so that we can discover the number of guests on our website and the pages they visited. This data has been collected so that it is not used to distinguish people. Where we collect individual data on the site, this is made clear to you.

Please note that our website can link to other websites. If you follow a link to any other website, you should note that they have promises of privacy. We accept no responsibility or responsibility for the privacy and security practices of such websites of third parties and your use.

Certain personal data must be provided so that we can fulfil our contractual and legal obligations in the recruitment process. Depending on the type of personal data and the reasons why we process it, if you refuse to provide us with those data, we may not be able to continue the provision or relationship.

Recruitment and applications

We gather and process personal information about you to identify, select, train and recruit new employees. We process personal data to provide you with the best possible employment opportunities in Paragon Home Healthcare. We do this to optimise application screening, interview/selection, arranging and delivering training, communicating with you on your application, to adhere to safer recruitment practices, make job offers, ensure our compliance with regulatory and legal obligations and provide a personalised and flexible service to our clients. Personal data supplied by you is intended to be processed in order to, assess your skills, suitability and eligibility for work, to assist in introducing you to our clients, to update you with relevant information.

The personal data supplied by you may also be disclosed to other approved third-party companies in order to inform you of training courses and additional benefits.

We may retain certain personal data supplied by you on this form after you have ceased work in order to comply with current legislation and client requirements.

We recognise the importance of matching our care assistants with clients, so you feel comfortable chatting and spending time together and we provide certain information about you to clients during the matching process which may include the following information:

- Name
- Photograph
- Short, personal biography
- Training, evidence of compliance with employment requirements

- Work contact number, work email address
- Confirmation of your DBS status (not the DBS report)
- Confirmation of location status if required

The information may be used in the following formats:

- Name Badge
- Profile – to introduce you to the client, health professionals and commissioners involved in the package of care
- Evidence of training and employment compliance of staff attached to a package of care as required by Commissioners and care partners

We will not use the information about you for publicity or marketing purposes without seeking specific additional permission from you.

Who can access your personal data

To operate effectively, recruit for our business and for resilience, we depend on third parties to provide us with specialist support such as: IT and telecoms infrastructure services, software support services, government services such as HMRC and Disclosure and barring services, reference services.

To provide this support, they will have access to your personal information and operate with a duty of care.

Pertinent information may be shared within Paragon Home Healthcare such as between recruiters.

Unless there is a legal reason to do so, we shall not share, sell or trade your personal information with any third party without your consent.

Retention schedule

Successful employee application details will be part of the personnel file and held in accordance with Employee data statutory retention periods unless earlier at your request. For further information please refer to the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

Personal information security

We attach great importance to the confidentiality and safety of your information. We have appropriate organizational and technical security measures in place to prevent the accidental loss or use or unauthorized access to personal information.

We restrict people who have a genuine business to access your personal information. Your information will only be processed in an authorized manner and is subject to a confidentiality obligation.

We also have procedures for dealing with any suspected breach of data security. We shall notify you and any applicable regulators of a suspected breach of data security if we are required to do so by law.

How to make a complaint

We hope we can resolve any questions or concerns about our use of your information. Please contact the Data protection officer by post: DPO, Paragon Home Healthcare House, Parkshot House, 5 Kew Road, TW9 2PR

Email: dpo@paragonhh.co.uk, Telephone: 020 3006 2802

Contact us using the above details. Please clearly state the enquiry is connected with privacy rights, please ensure to include your name and address, proof of your identity and address (e.g. driving licence or passport and a recent utility or credit card bill), and clearly state the information you are requesting and relevant references or codes.

You also have the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. In the UK this is the Information Commissioner who may be contacted at

<https://ico.org.uk/concern>.