



People ▪ Pride ▪ Passion

# Privacy Notice

## WHO ARE WE?

Alltogether Care Services Ltd  
Registered Number: SC273167

We provide Housing Support and Care at Home Services for Adults within East and West Dunbartonshire. For the purposes of this Privacy Notice, Alltogether Care Services are the Data Controllers and we are responsible for your personal data (referred to as "we", "us" or "our" in this Privacy Notice).

## Our Commitment:

Alltogether Care Services is committed to protecting the privacy and security of your information and meeting our data protection obligations under the General Data Protection Regulation and UK Data Protection Act 2018. This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data and keep it safe. We regularly review and, where necessary, update our privacy information. If we plan to use your personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing.

**We will comply with Data Protection Law when it comes to the processing of your data. This says that the personal information we hold about you must be:**

- 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 if necessary for the purposes we have told you about
- kept securely

## Contact:

If you have any questions about this Privacy Notice, please contact:

**Donna Inglis, Quality Manager**

**E-Mail:** [donna@atcservices.co.uk](mailto:donna@atcservices.co.uk)

**Postal Address:** Clydebank Business Park, Spectrum House, East Wing, 1A North Avenue, Clydebank G81 2DR

**Telephone:** 0141 952 9883

## 1. HOW DO WE SECURE PERSONAL DATA?

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions, and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

### 1.1 Your Rights:

You have the following rights in respect of the personal data we hold about you:

- **Right to Access** - this means that you can ask us for a copy of all personal data we hold about you; this enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- **Correction Right** - if you believe that any of the information, we hold about you is incorrect or out of date, you have the right to correct such information by providing us with the correct up to date information. In addition, you can ask us to delete the incorrect or out of date information and we will be happy to do so unless we are prevented from doing so by law or regulation
- **Right to be Forgotten** - this enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it; please note that where we are obliged to keep your personal data because of a regulatory or legal requirement, we will not be able to delete the data and must continue to retain it
- **Right to Restrict Processing** - in some limited circumstances you have the right to restrict the processing of your data
- **Right of Objection to Processing** - you have the right to object to us using your data for direct marketing purposes and to profiling
- **Right of Data Portability** - you have the right to request a copy of the personal data we hold about you in a commonly used and machine-readable format; we can provide data either to you or to such other third party as you specify in your request
- **Automated Decision-Making Objection Right** - this is where a decision is made entirely by technological means without human intervention; we do not use or rely on automated decision-making

### 1.2 Right to Complain:

If you have any concerns about our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) by visiting <https://ico.org.uk/concerns> or telephoning the ICO Helpline on 0303 123 1113.

### 1.3 Changes to this Privacy Notice:

We reserve the right to update this Privacy Notice at any time and we will provide you with a new Privacy Notice when we make any substantial updates.

**1.4 Listed below are the 3 areas where we collect and process data:**

- Service Users
- Job Applicants
- Employees

**2. SERVICE USERS**

**What data do we collect about you, for what purpose and how do we process it?**

**2.1 We may collect and process the following information about you:**

- if you communicate with us by phone, e-mail, social media or otherwise, we may keep a record of that correspondence
- information that you provide us when you require our service or submit a support for care request
- information from third parties including Health and Support Professionals, only with your authorisation
- information that you provide when using our website
- information that you provide if you submit feedback to us on our services

**2.2 The information you give us may include:**

- your name, address, contact numbers, e-mail address, date of birth
- care requirements
- contact details of your doctor, dentist, pharmacy etc. health professionals and support professionals
- medical conditions and medicine prescription information
- family history, including next of kin
- security information where required

We will only use your personal information for the purpose for which we collect it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, but we will only do so where this is required or permitted by law.

The lawful basis upon which we process your personal data is that such processing is necessary for your legitimate interests and for us to provide the services under our contract with you.

**2.3 We use personal data (including where relevant, any sensitive data/special categories of personal data) held about you in the following ways:**

- to provide you with our support services which may include liaising with health and/or social care professionals
- to carry out our obligations arising from any contracts/written agreements entered between you and us and to provide you with the services that you may request from us
- to keep you informed about changes to our services and to ensure the quality of our services are continually reviewed and developed
- for audit purposes and to comply with our obligations to the Care Inspectorate and SSSC

We will use any personal data provided by you as set out above and in order to fulfil the contract between you and us in relation to the provision of our services. In order to utilise our services as fully as possible, you may be required to provide us with sensitive personal data or special categories of personal data (e.g. health information) to allow us to most effectively support and match you with service workers. By accepting this Privacy Notice, you consent to us using any sensitive personal data or special categories of personal data as set out in this Notice to the extent necessary for us to provide you with our services.

Where the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time by contacting us. You should note that such withdrawal of consent shall not affect any processing of your personal data which took place prior to the date of withdrawal, where valid consent was in place at the time of processing. If you withdraw your consent to the processing of any sensitive personal data or special categories of personal data, you should be aware that this might restrict your ability to fully utilise some parts of our services.

We may keep personal data which we collect for up to 5 years after you cease using the services, for any of the purposes mentioned previously.

**2.4 We may disclose your personal information to third parties for the following reasons:**

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply our terms of use and other agreements
- health and support professionals, doctors etc. where necessary

### **3. JOB APPLICANTS**

**What data do we collect about you, for what purpose and how do we process it?**

#### **3.1 If you are applying for a job with us, we may collect and process the following information about you:**

- if you communicate with us by phone, e-mail, social media or otherwise, we may keep a record of that correspondence
- information that you provide when applying for a vacancy with us
- information that you provide when using our website
- information that you provide if you submit feedback to us

#### **3.2 The information you give us may include:**

- your name, address, contact numbers, e-mail address and IP address
- date of birth, gender, marital status and dependants
- information to verify your identity
- salary, annual leave, pension and benefits information
- recruitment details including references and other information included in a CV or application form, cover letter or as part of the application process
- employment records, including job titles, work history, working hours, training records and professional memberships
- information about your health, including any medical conditions, health and sickness records
- information about criminal convictions and offences

We will only use your personal information for the purpose for which we collect it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

The lawful basis upon which we process your personal data is that such processing is necessary for your legitimate interests and necessary for us to complete our recruitment process.

#### **3.3 We use personal data (including where relevant, any sensitive data/special categories of personal data) held about you in the following ways:**

- to allow us to make a recruitment decision to enter into an employment contract with you
- to enable us to audit and comply with Employment Law, Disclosure Scotland, SSSC and Care Inspectorate

**If you fail to provide certain information when requested, we may not be able to continue to consider your application.**

### **3.4 We may disclose your personal information to third parties:**

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply our terms of use and other agreements
- if Disclosure Scotland, SSSC and Care Inspectorate require us to comply with regulations

## **4. EMPLOYEES**

### **What data do we collect about you, for what purpose and how do we process it?**

#### **4.1 If you are an employee of Alltogether Care Services we may collect (over and above the information collected during the recruitment process) the following additional information:**

- if you communicate with us by phone, e-mail, social media or otherwise, we may keep a record of that correspondence
- information that you provide when applying for a vacancy with us
- information that you provide when using our website
- information that you provide if you submit feedback to us

#### **4.3 The information you give us may include:**

- national insurance number, bank account details, payroll records and tax status information
- salary, annual leave, pension and benefits information
- employment records (including job titles, work history, working hours, training records and professional memberships)
- interview notes
- completed reference requests
- performance information, disciplinary and grievance information
- information about your use of our information and communications systems
- photographs of you which are used for your ID badge, personnel file and may be displayed in our office

We will only use your personal information for the purpose for which we collect it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

The lawful basis upon which we process your personal data is that such processing is necessary for your legitimate interests and necessary for us to provide the services under our employment contract with you.

**4.4 We use personal data (including where relevant, any sensitive data/special categories of personal data) held about you in the following ways:**

- to allow us to contact you
- to enable us to audit and comply with Employment Law, SSSC and Care Inspectorate Regulations
- to contact your next of kin in an emergency

**4.5 We may disclose your personal information to third parties:**

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply our terms of use and other agreements
- if Disclosure Scotland, SSSC and Care Inspectorate require us to comply with regulations