



**Comfort Care Group Ltd is a responsible and lawful company. Therefore, it is adhering to the new General Data Protection Regulation (GDPR) that comes into force on 25<sup>th</sup> May 2018**

## **Fair Processing Notice: privacy notice for all suppliers and entertainers**

**The categories of suppliers' information that we collect, hold and share includes:**

- Personal and business information, such as name, company name, address, if applicable, and payment details.
- History of transactions/business between you and Comfort Care Group.

## **Why we collect and use this information**

We use suppliers' data:

- to ensure the best possible provision and care for the suppliers at Care Comfort Group
- to be able to make payments
- to comply with the law regarding GPDR and its introduction to the UK

## **The lawful basis on which we use this information**

We collect and use suppliers' information under Article 6 (b) contract, from 25 May 2018.

## **Collecting supplier information**

Your company/business has provided your information to the company on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

## **Storing suppliers' data**

We hold suppliers' data whilst we have a contract. As soon as the business/company is no longer used by CCG, any information/data will be securely destroyed. The company will only ever store the information that it needs to as this is its responsibility under the GDPR.

## **Who we share suppliers' data with**

We routinely share suppliers' information with:

- Finance

## **Why we share suppliers' information**

We do not share information about our suppliers with anyone without consent unless the law and our policies allow us to do so. Our policies are updated in light of the new regulations.

## **Requesting access to your personal data**

Under data protection legislation, suppliers have the right to request access to information about them that we hold. To make a request for your personal information contact Julie Eddy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress (as long as legal interest does not override this)
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means

- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## Contact

If you would like to discuss anything in this privacy notice, please contact Julie Eddy.

If you would like to read more about GDPR then the following link is helpful:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

**Fair Processing Notice written by Sarah Hamshaw, Compliance Officer for Comfort Care Group Ltd, 7<sup>th</sup> May 2018.**

**Comfort Care Group LTD is a responsible and lawful company. Therefore, it is adhering to the new General Data Protection Regulation (GDPR) that comes into force on 25<sup>th</sup> May 2018**

## **Fair Processing Notice: privacy notice for all employees**

**The categories of employees' information that we collect, hold and share includes:**

- Personal information (such as name, date of birth, bank account, pension details, tax details, next of kin and address)
- Characteristics (such as ethnicity, religion, and nationality)
- Training, appraisals, DBS certificate number and records of sickness

## **Why we collect and use this information**

We use employees' data:

- to support employees, i.e. appraisals
- to ensure that employees get paid
- to ensure that employees have pensions
- to comply with HMRC
- to ensure the best possible provision and care for the clients at Care Comfort Group, i.e. in the case of training
- to respect individuals' religions and/or ethnicity
- for reasons of safeguarding (DBS certificates, first aid training logs)
- to comply with the law regarding GDPR and its introduction to the UK

## **The lawful basis on which we use this information**

We collect and use employees' information under Article 6 (b) contract and (c) legal obligation, and from Article 9 (Processing of special categories of personal data) (b), where data processed is special category data from the GDPR-from 25 May 2018

## **Collecting employee information**

Whilst the majority of employee information you provide to us is mandatory, some of it is provided to the company on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

## **Storing employees' data**

We hold employees' data for 6 years post-employment. However, some information provided is securely destroyed as soon as the company no longer needs it. An example of this is the photocopy of employees' passports that we take for DBS purposes. As soon as the company receives the DBS certificate number, it stores this instead, and so all contributing documents can be immediately securely destroyed. The company will only ever store the information that it needs to as this is its responsibility under the GDPR.

## **Who we share employees' data with**

We routinely share employees' information with:

- HMRC
- New employers if they should contact us for attendance records, disciplinaries, etc)
- Our outsourced Human Resources Team (but only if there is explicit need, i.e. a disciplinary that cannot be dealt with 'in-house.'
- Pensions
- Finance
- And for prospective new employees, the Disclosure and Barring Service (DBS)
- Our regulators – CQC, KCCG & Cornwall Council.
- POVA – Protection of Vulnerable Adults – for DBS purposes.

## **Why we share employees' information**

We do not share information about our employees with anyone without consent unless the law and our policies allow us to do so. Our policies are updated in light of the new regulations.

## **Requesting access to your personal data**

Under data protection legislation, employees have the right to request access to information about them that we hold. To make a request for your personal information contact Julie Eddy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress (as long as legal interest does not override this)
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## Contact

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If you would like to read more about GDPR then the following link is helpful:

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## **Fair Processing Notice: privacy notice for all clients**

**The categories of clients' information that we collect, hold and share includes:**

- Personal information (such as name, date of birth, bank account, marital status, next of kin (or council appointee), contact point for social care, and powers of attorney (where applicable)).
- Characteristics (such as ethnicity, religion, and nationality)
- Medical information (such as health records, NHS number, condition, medication and health care plans)
- Phototographs

## **Why we collect and use this information**

We use clients' data:

- to ensure the best possible provision and care for the clients at Care Comfort Group
- to respect individuals' religion and/or ethnicity
- for reasons of safeguarding and to keep clients healthy and safe
- to comply with the law regarding GPDR and its introduction to the UK

## **The lawful basis on which we use this information**

We collect and use clients' information under Article 6 (b) contract and (c) legal obligation and from Article 9 (Processing of special categories of

personal data) (b), where data processed is special category data from the GDPR-from 25 May 2018.

## **Collecting client information**

Whilst the majority of client information provided to us is mandatory, some of it is provided to the company on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

## **Storing clients' data**

We hold clients' data for 7 years after they are no longer at CCG. The company will only ever store the information that it needs to as this is its responsibility under the GDPR.

## **Who we share clients' data with**

We routinely share clients' information with:

- HMRC
- Pensions
- Social care
- Healthcare professionals
- Catering staff (for nutrition and/or allergies)
- Finance
- Council appointee/next of kin
- Power of attorney
- Fire Service
- Insurers
- Risk Assessors

## **Why we share clients' information**

We do not share information about our clients with anyone without consent unless the law and our policies allow us to do so. Our policies are updated in light of the new regulations.



## Requesting access to your personal data

Under data protection legislation, clients have the right to request access to information about them that we hold. To make a request for your personal information contact Julie Eddy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress (as long as legal interest does not override this)
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations
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If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

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## **Fair Processing Notice: privacy notice for **data processors****

**The categories of data processors' information that we collect, hold and share includes:**

- Personal and business information (name, such as company name) and payment details.
- Credentials
- History of transactions/business between you and Comfort Care Group Ltd.

## **Why we collect and use this information**

We use data processors' data:

- to ensure the best possible provision and care for the data processors at Care Comfort Group
- to be able to make payments
- to comply with the law regarding GPDR and its introduction to the UK

## **The lawful basis on which we use this information**

We collect and use data processors' information under Article 6 (b) contract, from 25 May 2018.

## **Collecting data processor information**

Your company/business has provided your information to the company on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

## **Storing data processors' data**

We hold data processors' data whilst we have a contract. As soon as the data processor is no longer used by CCG, any information/data will be securely destroyed. The company will only ever store the information that it needs to as this is its responsibility under the GDPR.

## **Who we share data processors data with**

We routinely share data processors' information with:

- HMRC
- Finance
- Individual employees, but only in exceptional and explicit cases, i.e. in the case of an employee disciplinary, outsourced HR become the data processor and their company name and contact details would be shared with the employee involved.

## **Why we share data processors' information**

We do not share information about our data processors with anyone without consent unless the law and our policies allow us to do so. Our policies are updated in light of the new regulations.

## **Requesting access to your personal data**

Under data protection legislation, data processors have the right to request access to information about them that we hold. To make a request for your personal information contact Julie Eddy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress (as long as legal interest does not override this)

- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

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