

Privacy Notice

The Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR)

Gemcare South West has an obligation to process data in line with the latest legislation. The requirements are predominantly concerning Employee, Service User, Customer and Supplier data, data protection legislation and Gemcare South West's obligations for protecting and processing data securely.

- Data must be **processed lawfully** in a clear, fair and transparent manner
- Data must only be **collected** for the purpose of providing Domiciliary Care
- Data must be **adequate**, relevant and limited to what is necessary to deliver our Contractual obligations.
- Data must be **retained** for only as long as necessary once Employee, Service User, Customer and Supplier Contractual obligations have been fulfilled.
- Data must be **accurate** and kept up to date.
- Data must be **processed securely** during all stages of our Contractual obligations.

Our Employees, Service Users, Customers and Suppliers have additional rights under the General Data Protection Regulations which includes:

- Their right to be **informed** about their data
- Their right of **access** to their data
- Their right to have their data **rectified**
- Their right to have their data **deleted**
- Their right to **restrict** processing of data
- Their right to **object** to the processing of data
- Their right of **data portability** making it easier to access their information
- Their right to object to **automated decision making and profiling**.

We have appointed a Compliance Manager, (Roger Putt) and we provide all the necessary in-house training to our Employees.

We are working with The Access Group to ensure that our data processing software system, People Planner, is always compliant.

We have mapped our data processes and make changes to ensure we are GDPR compliant, including:

Registered Office
31 Dashwood Avenue
High Wycombe
Bucks HP12 3DT

Registered in England and Wales No. 8611694

Managing Director Gill Jenkins RMA, Operations Esther Putt BSc, DipHsw, Dip Counselling, Cert. Management,
Finance Roger Putt BSc ACSM, MPhil Learning & Development, MA Leadership Studies



Gemcare South West

Support as you want

- Ensuring that we have the correct lawful basis for the collection of personal data.
- Reviewing all our retention policies and amending where required to ensure they are appropriate.
- Enhancing our record-keeping practices to ensure we can demonstrate accountability for compliance.
- Making sure that any third parties that are storing or otherwise handling personal data on our behalf or to whom we transfer personal data have appropriate safeguards to ensure GDPR compliance.

We are monitoring our security policy and practices to ensure all the data we store is as secure as possible. We continue to update our Policies, Documentation and Processes and to introduce new ones where appropriate.

Retention Periods

We shall only keep information for 3 years in the case of Service Users, Customers and Suppliers after the service end date and for Employees, 3 years after the financial year end following termination date. Employees Tax, NIC, Pay and Pension details will be kept for 6 years after the financial year end following termination date.

Should you have a request for details regarding your data held by us or to exercise your right to be forgotten or any other questions please email Roger at rogerputt@gemcare.org.uk, contact him directly on 01752 967221 or write to him at the following address.

Roger Putt
Data Controller
Gemcare South West Limited
112 Peverell Park Road
Peverell
Plymouth
PL3 4ND

Regards,

Gemcare South West Limited

Created April 2018
Modified May 2018

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