



## PRIVACY NOTICE

At Pride Home Care Ltd, we are committed to protecting the privacy and personal data of our clients, their relatives and friends, staff, volunteers, healthcare professionals and visitors to our website. This Privacy Notice explains how we collect, use, share, and protect personal data in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR), as laid out under Article 6 (1) of the GDPR.

1. **Data Controller:** Managing Director, Daniel Burcham is the Data Controller responsible for the processing of personal data. If you have any questions or concerns regarding the processing of your personal data, you can contact us using the details provided at the end of this Privacy Notice.

2. **Types of Personal Data Collected:** We may collect and process the following types of personal data:

- **Clients:** Name, address, contact details, medical history, care requirements, and other necessary information for providing homecare services.
- **Staff and Volunteers:** Name, address, contact details, employment/volunteer history, qualifications, and other relevant information for employment or volunteering purposes.
- **Website Visitors:** IP address, browser information, and other analytics data collected through cookies (refer to our Cookie Policy for more information).

3. **Purpose and Legal Basis for Processing:** We process personal data for the following purposes and on the following legal bases:

- **Providing Homecare Services:** We process client data to deliver personalized care services based on the individual's care requirements. The legal basis for this processing is the performance of a contract.
- **Employment and Volunteer Management:** We process staff and volunteer data for recruitment, employment, training, and support purposes. The legal basis for this processing is the necessity for the performance of a contract and compliance with legal obligations.
- **Website Improvement:** We collect analytics data to improve our website and enhance the user experience. The legal basis for this processing is our legitimate interests in optimizing our website's functionality.

4. **Sharing Personal Data:** We may share personal data with the following parties for the purposes described above:

- **Third-party service providers:** We may engage trusted third-party service providers who process personal data on our behalf, such as IT support, payment processors, and analytics providers.
- **Regulatory authorities:** We may disclose personal data to comply with legal obligations or respond to lawful requests from regulatory authorities.
- **Care professionals:** We may share relevant personal data with healthcare professionals involved in providing homecare services.

5. **Data Retention:** We will retain personal data for as long as necessary to fulfill the purposes outlined in this Privacy Notice and comply with legal requirements. We will securely dispose of personal data when it is no longer needed.



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6. **Individual Rights:** You have certain rights regarding your personal data, including:

- The right to access and obtain a copy of your personal data.
- The right to rectify inaccurate or incomplete personal data.
- The right to request erasure of your personal data under certain circumstances.
- The right to restrict or object to the processing of your personal data.
- The right to data portability, where applicable.

Individuals must be able to withdraw their consent to processing without suffering any detriment. Once consent has been withdrawn, Pride Home Care will ensure that the data is deleted unless it can be processed on another legal ground.

To exercise your rights, please contact us using the details provided in section 10w.

7. **Security Measures:** We implement appropriate technical and organizational measures to protect personal data from unauthorized access, loss, or misuse. We regularly review and update our security practices to ensure data protection.

8. **Changes to this Privacy Notice:** We may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. We encourage you to review this notice periodically for any updates.

9. **Job Applications and Sensitive Information:** If you submit a job application to Pride Home Care, please be aware that the application process may require the collection of sensitive personal information. This may include information related to your health, criminal background, and other relevant details necessary for employment consideration.

We assure you that any sensitive information you provide during the job application process will be handled with the utmost care and in compliance with applicable data protection laws. Your sensitive information will only be used for the purpose of assessing your suitability for employment and complying with legal obligations.

By submitting your job application and providing sensitive information, you explicitly consent to the processing of this information for employment-related purposes. Your application and sensitive data will be treated confidentially and accessed only by authorized personnel involved in the recruitment process.

If your application is unsuccessful, we will retain your personal data for a reasonable period in case of future employment opportunities unless you request otherwise. If your application is successful, the collected data will become part of your employment record.

If you have any questions or concerns regarding the collection or processing of your sensitive information, please contact us using the details provided in Section 10.

Note: It is essential to review and adapt this section to comply with specific legal requirements and regulations in your jurisdiction.

10. **Contact Us:** If you have any questions, concerns, or requests regarding the processing of your personal data or this Privacy Notice, please contact us at:



**Pride Home Care Ltd**

**GDPR / DP**

**PRIVACY NOTICE**

**Pride Home Care Ltd**

**Head Office**

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