

## Privacy Notice

### Solo Support Services Employees

Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the UK GDPR.

Solo Support Services Ltd are committed to protecting your personal data. This privacy note explains:

- From where we secured your personal data.
- The personal data that we collect.
- Your personal data rights.
- Your right to object to our processing your personal data and withdrawing consent.
- How and when we use that personal data.
- Whether we share your personal data with anyone else.
- For how long we will keep your personal data.
- How you can access your personal data.

If you have any questions or queries about this notice, please email us by clicking '[here](#)'.

#### Data Protection Officer

Our Data Protection Officer is Helen Brown, who is a member of the Senior Management Team, reporting to Director level. They have responsibility for monitoring GDPR compliance, supporting colleagues with enquiries and advice, conducting Data Protection Impact Assessments, liaising with external organisations such as the ICO, the management of data requests and data breach management.

#### Information Commissioner's Office Registration

We are registered with the Information Commissioner's Office (ICO), registration number Z2857587. A copy of our current certificate can be provided upon [request](#).

#### Personal Data That We Collect:

We always ensure that we have a lawful basis for processing the personal data that we collect. The justification for the personal data that we collect falls into different categories.

The justification for the processing of the following data is 'Performance of a Contract':

*Name, address, email address, telephone number, date of birth, National Insurance Number, driving licence and car insurance documentation (where driving is a requisite of the role), P45 or HMRC Starter Checklist (P46), Proof of NI, Bank Account Number, Sort Code, information on sick leave, disciplinary information.*

The justification for the processing of the following data is a 'Legitimate Business Interest', due to our responsibility to undertake an enhanced DBS check and ensure employees meet 'the Fit and Proper Person Requirement' under our CQC registration:



*Previous address information, birth certificate or passport (for DBS and Right to Work documentation), nationality, marriage certificate (where applicable) proof of address, education history, employment history, dismissal information, training information, referee information, criminal record history, UK Visa information, UK visa compliance information, Overseas Criminal Record Check information.*

The justification for the processing of the following data is 'in the Individual's vital interests' to ensure the safety of our employees and our clients:

*Medical information including COVID vaccination information, Night worker questionnaire, doctors name and contact information, emergency contact name and contact information.*

We collect your personal data from you on commencement of your employment and ongoing throughout employment.

We also collected the following personal data from third parties:

*Your employer reference is secured from your previous employer identified by yourself.  
Your character reference is secured from a suitable individual identified by yourself.*

### **Your Rights in Respect of Your Personal Data**

You have the right to request access to your personal data, amendments to it and for it to be deleted.

Further information about those rights along with your right to withdraw any consent you've given or object to our processing your data can be found in our Data Protection Policy, available within the employee handbook or by clicking '[here](#)'. That policy also includes who to speak with if you have any queries about our approach to processing your personal data.

### **Where We Store Your Data**

Your personal data is stored on secure, password protected, cloud-based systems within the UK, EU and North America. We use the following systems: Care Beans (Part of the QCS network), BrightPay, Nest Workplace Pensions and also Google Drive for Business.

We use accepted standards of technology and security to protect your personal data and have collected confirmation from all suppliers that they adhere to UK GDPR legislation. Data is encrypted for protection on each and all are password protected systems. Two step authentication is in place for Google Drive, device specific security is in place for Care Beans.

Data is also stored within lockable physical personnel files within the head office.

### **Who Has Access to Your Data?**

Access to personal information is provided to Head Office based personnel who require this information to enable them to complete their role.



## How and When We Use Your Personal Data

We're committed to using your personal data responsibly and lawfully. We only use your data to fulfil our duties as your employer, for example to provide you with updates regarding your employment or benefits, to process your payroll including tax, National Insurance via HMRC and to complete relevant employment checks.

To help us to maintain the accuracy of the personal data that we hold please let us know if we hold out of date or inaccurate information about you.

## Sharing Your Personal Data

There are times where we will share your personal data with a third party. They are:

- With the Disclosure and Barring Service to obtain an enhanced DBS check, required for all employees under our CQC registration.
- With the Care Quality Commission (CQC) as part of our legal regulatory requirements.
- With BrightPay, our payroll provider, to allow us to process your payroll through a HMRC recognised system.
- With Care Beans, our Client and Employee Management System, a password protected site.
- With Google Drive for Business, where we store all our electronic files.
- With NEST or People's Pension, where you meet the eligibility criteria, under our obligation to provide a workplace pension.
- With our insurers, when required to report an incident or claim.
- When required by law.

We will request consent from you to process your information unless required by law.

## How Long We Will Keep Your Personal Data

Our 'Justifiable Retention Policy' lists the type of data we process and for how long it is kept. You can access that policy by clicking '[here](#)'. If you would like us to delete your data and we don't have a lawful reason to retain it you can make a deletion request by clicking '[here](#)' or writing to:

Helen Brown, Data Protection Officer  
Unit 9B Langley House  
Wheatcroft Business Park  
Landmere Lane  
Nottingham  
NG12 4DG

## How You Can Access Your Personal Data

You can ask us for a copy of the personal data that we hold on you by either clicking '[here](#)' or writing to Helen Brown on the above address. We'll ask you for copies of two types of approved identity to process your request (such as a passport and driving licence). You can also ask us to make corrections to data you consider to be inaccurate by clicking '[here](#)' or again writing to Helen Brown.