

## Privacy Notice

Kinetic Nursing Services Limited (KNS) provides the regulated activities of Personal Care and Nursing Care Health & Social care Act 2008 (Regulated Activities) Regulations 2014.

This notice explains how we collect, process, transfer and store your personal information and forms part of our accountability and transparency to you under the General Data Protection Regulation (GDPR) 2018.

## How your Information will be used

As a company, KNS needs to keep and process information about you. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately.

If you do not provide this data, we may be unable in some circumstances, to comply with our obligations and we will tell you about the implications of that decision.

As a company providing a social care service, we may sometimes need to process your data to pursue our legitimate business interests. The nature of our legitimate interests is to provide care and domestic services and we are a registered provider of regulated activities. We will never process your data where these interests are overridden by your own interests.

Much of the information we hold will have been provided by you, but some may come from other sources.

The sort of information we hold includes:

1. your contract terms and any amendments to it
2. correspondence with or about you
3. information needed for accounts purposes
4. contact and emergency contact details
5. information needed for equal opportunities monitoring policy
6. Care Plan Information

Your personal data is stored on hosted servers which are in the UK. Some third -party portals are used by KNS customers, and from time to time your data may be required to be submitted to these systems. We work closely with third parties including payment and other services, analytics providers, search information providers, credit reference agencies, professional advisors and client managed service providers.

We may receive information about you from them or be required to provide information to them for the purposes of our recruitment services and ancillary support services. In some instances, these third - party portals store data outside the European Economic Area ('EEA'). We have been given assurances that adequate security and management is in place but cannot be responsible for the protection and privacy of any information which you provide and you should always contact them directly should you wish to confirm that they are processing your data within the GDPR.

Where we process special categories of information relating to your racial or ethnic origin, religious and philosophical beliefs, we will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

We keep records of your details and the Carers hours of work and daily activity (whilst delivering the service) by way of our One Touch Management database as detailed in our Quality manual.

We do not undertake automated decision making or profiling. We do use our computer systems to search and identify personal data in accordance with parameters set by a scheduler. A person will always be involved in the decision-making process.

We will use your data to notify you about changes to our service, inform you of relevant legislation or to measure customer satisfaction as part of our ISO continuous improvement program.

Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you.

## Data Retention

We will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time and are reflected in our retention policy.

Your data will be stored for the period of your service and/or up to 7 years after you have left.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

## Data Security

We take the security of data seriously. We employ security technology, including firewalls and encrypted communications to prevent unauthorised access to our company systems and databases.

We have procedures in place and closely monitor the security of data held to protect against unauthorised disclosure, use, loss or damage. The Company hosts its own servers and storage devices but engages a small number of third party applications that utilise external cloud-based storage, and in all cases relevant data is stored on devices located in mainland UK. We only use third party service providers where we are satisfied that they provide adequate security for data.

## How we use are cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy notice. You should exercise caution and look at the privacy notice applicable to the website in question.

## Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data.

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to KNS processing your personal data you have the right to withdraw that consent at any time, or to exercise any of the other rights listed, by contacting our **Data Protection Team**.

**Email-** [dpo@kinetic-nursing.co.uk](mailto:dpo@kinetic-nursing.co.uk)

**Post-** Kinetic plc, Lancastrian Office, Talbot Road, Stretford, Manchester, M32 0FP.

We want to make sure your information is accurate and we will delete or amend any information that is found to be inaccurate.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information as necessary.

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [optout@kinetic-plc.co.uk](mailto:optout@kinetic-plc.co.uk)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

## Identity and contact details of Controller and Data Protection Officer

Kinetic Nursing Services is the controller and processor of data for the purposes of GDPR.

## Terms and Conditions

Each time you use our services you are deemed to accept our terms and conditions, for Customer's engaging in care and domestic services.

## Changes to our Privacy Notice

We keep our policies under regular review and updates to our privacy notice are automatically posted to this page. Please check back frequently to see any updates or changes to our privacy notice. This policy was last updated 13<sup>th</sup> February 2023

## Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact our **Data Protection Team:**

**Email-** [dpo@kinetic-nursing.co.uk](mailto:dpo@kinetic-nursing.co.uk)

**Post-** Kinetic Nursing Services Limited, Lancastrian Office, Talbot Road, Stretford, Manchester, M32 0FP.

You also have the right to raise concerns with Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK if you believe that your data protection rights have not been adhered to.