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LATEST UPDATE	March 2025
VERSION	DPPP1

INTRODUCTION

Dedicare is a recruitment business which provides work-finding services to its clients and work-seekers. Dedicare must process personal data (including sensitive personal data) to provide these services - in doing so, Dedicare acts as a data controller and we must have a legal basis for processing your personal data.

Purpose

This Privacy Policy informs you of the information we collect and how we will use this information for the purpose of providing you with work-finding services. We will only use your personal data in accordance with this Privacy Policy and we will comply with current data protection laws at all times.

1. COLLECTION AND USE OF PERSONAL DATA

Purpose of processing and legal basis

Dedicare will collect your personal data (which may include sensitive personal data) and will process your personal data for the purpose of providing you with work-finding services. This includes for example, contacting you about job opportunities, assessing your suitability for job opportunities, updating our database, putting you forward for job opportunities, arranging payments to you and developing and managing our services and relationship with you and our clients.

Dedicare has certain legal and contractual requirements to collect personal data (e.g. to comply with the Conduct of Employment Agencies and Employment Businesses Regulations 2003, immigration and tax legislation, and in some circumstances safeguarding requirements). Our clients may also require this personal data, and/or we may need your data to enter into a contract with you. If you do not provide the required personal data we must obtain from you, it is unlikely we will be able to provide work-finding services to you.

In some cases, we may be required to use your data for the purpose of investigating, reporting, and detecting crime and to comply with laws that apply to us. We may also use your information during internal audits to demonstrate our compliance with certain industry standards.

Dedicare must have a legal basis to process your personal data which we rely upon to offer our work-finding services to you. As such, we will -

- Obtain your consent to collect and process your personal data;
- Collect and process your personal data as necessary for the purpose of providing you with work-finding services;
- Process and retain your personal data as necessary to comply with the legal and contractual obligations Dedicare is subject to. These are set out below:
 - The Conduct of Employment Agencies and Employment Businesses Regulations 2003 requires us to retain records for least one year after their creation and at a least one year after the date on which we last provided work-finding services.
 - Payroll records, holiday pay, sick pay and pensions auto-enrolment records will be retained for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation.
 - Statutory and contractual requirements - processing your personal data is necessary to secure work for you in line with the requirements of a contract to which you enter and is necessary for the performance of a contract.

Legitimate interest

By instructing Dedicare to look for work for you and providing us with your personal data you will be giving your consent to the processing of your data for work-finding purposes. It is in the legitimate interest of you, Dedicare and the clients of Dedicare to process your personal data for this purpose.

Where Dedicare has relied on a legitimate interest to process your personal data our legitimate interests are as follows -

- In response to your application or enquiry.
- To provide work-finding services to you.
- To contact you with job assignments.
- To submit your personal data to our clients for job assignments.
- To complete mandatory pre and post employments checks to secure work for you.
- To manage our database and keep work-seeker records up to date.
- To comply with legal, regulatory and contractual obligations.

2. PERSONAL DATA WE COLLECT

Dedicare will only collect data which is proportionate and relevant to the job assignment and may collect the following personal data from you.

Personal data

- Full name, date of birth, gender, nationality, next of kin details,
- Contact details, including but not limited to telephone number/s, email address, and postal address,
- CV, employment history, training, qualifications,
- Passport and/or right to work, proof of identity,
- Bank details and national insurance number,
- Professional body registration and professional indemnity information,
- Information required to process a criminal record check, including fitness to practice information,
- Information required to process occupational health clearance and a fitness to work certificate,
- All other personal data not listed above provided to complete the mandatory pre-employment checks and personal requirements which enables Dedicare to provide work finding services.

Sensitive personal data

- Disability/health conditions relevant to the role,
- Criminal allegations and convictions,
- Fitness to practice declarations.

Dedicare will only request special category information when required and when we have condition for processing it.

3. SOURCE OF PERSONAL DATA

Dedicare may collect your personal data by the following methods -

- By email, mail, telephone, social media, via our website or by visiting our office,
- On a registration/application form, occupational health medical questionnaire, criminal records check application form,
- Your response to a job advert we have placed on a jobs board or on another website,
- By accessing a CV database where you have uploaded your information,
- From another agency where we have a sub-contract relationship,
- From a colleague who refers you to us to provide work finding services.

4. RECIPIENT/S OF PERSONAL DATA

Dedicare will process your personal data (which may include sensitive personal data) with the following recipients on the legal basis it is necessary to enable Dedicare to provide work-finding services to you. If you do not provide the required personal data we must obtain from you, it is unlikely we will be able to provide work-finding services to you.

1. Clients, including their respective jobs and payment management portals for the purpose of securing you work and payment for services provided.
2. Other recruitment agencies in the supply chain (including the agency's respective jobs and payment management portals) with whom Dedicare sub-contracts their services for the purpose of securing you work and payment for services provided.
3. Framework and supply contracts and clients to report on the work completed by candidates under each contract (if applicable).
4. Auditors as instructed by our clients, recruitment agencies in the supply chain or under the obligations of our framework supply contracts. An audit is undertaken where we have secured work for you.
5. Payroll service providers who manage payroll on our behalf or other payment intermediaries and pension provider whom we may introduce you to.
6. To complete pre-employment checks for the purpose of finding you suitable roles –
 - Former employers where we may request references with your permission.
 - Occupational Health service providers to obtain a certificate of fitness for work.
 - Mandatory training providers to enable you to complete mandatory training requirements.
 - Service providers to validate qualification and training certificates provided by you.
 - Service providers who validate your passport and/or right to work in the UK.
 - Service providers who will validate your identity documents.
 - Service providers who will undertake criminal records checks.
 - Professional Registration regulator to confirm your registration e.g. General Medical Council (GMC) to confirm your licence to practice as a doctor in the UK.
7. The Recruitment and Employment Confederation (REC) when making enquiries on your behalf and with your permission.
8. Internal departments and offices of Dedicare.

5. SHARING YOUR DATA WITH THIRD PARTIES

Where we process your data with third parties Dedicare has undertaken the relevant steps to ensure your data is adequately protected by having the relevant agreements in place. Sharing your data with third parties may be necessary for the purpose of preventing and detecting fraud, to ensure information security, to complete pre-employment checks, or for the purpose of finding you work. For information on the third parties we work with contact mail@dedicare.co.uk.

6. MARKETING AND COMMUNICATIONS

Where we have a legitimate interest to do so where you have provided your contact details for the purpose of providing you with work finding services Dedicare may contact you by telephone, email, post or SMS message.

We may contact you for marketing purposes e.g. relating to new services, industry updates, regulatory changes, research, client communications, new supply contracts. You can opt-out of these communications by emailing mail@dedicare.co.uk.

7. OVERSEAS TRANSFERS

Dedicare will only transfer the information you provide to us to countries within the European Economic Area (EEA) for the purposes of providing you with work-finding services and with your permission. We will take steps to ensure adequate protections are in place to ensure the security of your information. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein.

Dedicare will only transfer your information to countries outside of the EEA where you have consented to the transfer, where the transfer is regarded to provide adequate protection by the European Commission, where we have put in place the appropriate safeguards.

8. DATA RETENTION

Dedicare will retain your personal data (which may include sensitive personal data) only for as long as is necessary.

Different laws may also require us to keep different data for different periods of time. The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year (a) from the date of their creation or (b) after the date on which we last provide you with work-finding services.

We must keep payroll records, holiday pay, sick pay and pensions auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation..

Contractual obligations with supply frameworks require us to retain personal data for a period of 7 years from the expiry or termination of the relevant contract agreement for contractual monitoring and audit purposes.

Where Dedicare has obtained your consent to process your personal data (which may include sensitive personal data) we will do so in line with our Record Retention Policy. Upon expiry of the retention period Dedicare will seek further consent from you. Where consent is not granted we will cease to process your data. You can request a copy of the Record Retention Policy by emailing mail@dedicare.co.uk.

9. YOUR RIGHTS

Dedicare is required to ensure you are aware you have the following data protection rights -

- The right to be informed about the personal data Dedicare processes on you
- The right of access to the personal data Dedicare 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 Dedicare processing your personal data (including sensitive personal data) you have the right to withdraw this consent at any time by contacting mail@dedicare.co.uk. Note, that if you withdraw your consent to further processing this does not affect any processing done prior to the withdrawal of your consent. There may be circumstances where Dedicare will still need to process your data for legal or official reasons. Where this is the case, we will tell you and we will restrict the data to only what is necessary for those specific reasons.

If you believe any of your data which Dedicare has processed is incorrect or incomplete, contact mail@dedicare.co.uk and we will take reasonable steps to check its accuracy and correct it where necessary. You can also contact us if you want us to restrict the type or amount of data we process for you, access your personal data or exercise any of the other rights listed above.

10. COOKIES

We use technical solutions such as cookies to gather information about you for various purposes, including functional, statistical, and marketing-related collection.

A cookie is a small text file that a website saves on the device you use to visit the website, such as your computer, tablet, or mobile phone. The information in the cookie is primarily based on information required for essential functions on the website and to store information as part of improving our service for you and our stakeholders.

Dedicare collaborates with an external provider which provides cookie banners on our website and continuously scans our website to keep the information about cookies updated and in compliance with relevant legislation in the field. Through this function, it is possible for you as a user to choose which collection you consent to, and it is also possible to change your choice at any time. If you wish to clear your cookies at the end of the session, you can do so in your browser settings. You can choose to deny all cookies except for those necessary.

For more information on what information is collected, for what service, purpose, and expiry time, please refer to our Cookie Policy accessible via the cookie symbol in the left corner of the browser.

Log files

We use IP addresses to analyse trends, administer the site, track users' movements, and to gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

Links to external websites

The Dedicare website contains links to other external websites. Please be aware that Dedicare is not responsible for the privacy practices of such other sites. When you leave our website, we encourage you to read the privacy statements of each website which collects personally identifiable information. This privacy policy applies solely to information collected by the Dedicare website.

11. SALE OF DEDICARE

If Dedicare's business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

12. DATA SECURITY

Dedicare takes every precaution to protect your personal data and prevent unauthorised access. Data is stored securely, and all software is current, patched and secured appropriately. The information is encrypted where possible. Firewalls are in place both locally in our office and on the cloud platform.

Anti-virus software is in place across the organisation.

Your data is accessed only by authorised users who need the data to perform a specific function. Access is managed by password protected user accounts and where applicable specific user groups and permissions are allocated to access all data.

Dedicare uses all reasonable efforts to safeguard your personal information and we undertake periodic reviews of security to ensure data is protected and secure. However, you should be aware the use of email and the internet is not entirely secure and for this reason Dedicare cannot guarantee the security or integrity of any personal information which is transferred from you or to you via email or the internet. If you share a device with others we strongly recommend you do not select the "remember my details" function when this option is offered.

If you have any questions about data security contact mail@dedicare.co.uk.

13. CHANGES TO THIS PRIVACY POLICY

We will update this Privacy Policy from time to time. We will post any changes on the statement with revision dates. If we make any material changes, we will notify you.

14. COMPLAINTS OR QUERIES

If you wish to complain about this Privacy Policy or any of the procedures set out in it contact mail@dedicare.co.uk. You also have the right to raise concerns with the 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 without your permission and if you believe your data protection rights have not been adhered to.