

**Data Protection Policy**

**INTRODUCTION**

The Data Protection Act 2018 (DPA) sets out the framework for data protection law in the UK. It updates and replaces the Data Protection Act 1998 and came into effect on 25 May 2018. It sits alongside the UK General Data Protection Regulation (GDPR) which is a regulation that sets out the key principles, rights and obligations for most processing of personal data. The DPA tailors how the GDPR applies - for example by providing exemptions. The Regulations, which apply to both client and employee data, cover both written and computerised information and the individual's right to see such records.

The following guidance is not a definitive statement on the Regulations but seeks to interpret relevant points where they affect StanleySmith Case Management (SSCM).

All staff must adhere to this Policy at all times. Though the Company Directors have overall responsibility for data protection within SSCM, each person processing data is under legal obligation to adhere to the Regulations.

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**DEFINITIONS**

Data Subject	An individual about whom data is processed.
Data Controller	The entity/individuals responsible for the entity with overall responsibility for data processing. For the purposes of the DPA, the Directors of SSCM are the Data Controllers.
Data Processor	Any third-party individual or organisation processing data on behalf of / at the instruction of the Data Controller. (Note that this does not include employees - employees processing personal data within the organisation do so to fulfil our tasks as data controller.)

Personal Data	Any information that relates to an identified or identifiable individual person. Note this applies whether the data is factually accurate or not. See here for more details about what constitutes personal data: <a href="https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/what-is-personal-data/">https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/what-is-personal-data/</a>
Data Processing	Any use of Personal Data, including collecting, storing, transferring, in both electronic and hard copy format.
Special Category Data	Information which is particularly sensitive, such as Personal Data relating to a child, health information, criminal records information.

## DATA PROTECTION PRINCIPLES

As a Data Controller we are obliged to comply with the following principles:

1. Process personal data fairly, lawfully and in a transparent manner.
2. Obtain personal data only for one or more specified and lawful purposes and to ensure that such data is not processed in a manner that is incompatible with the purpose or purposes for which it was obtained.
3. Ensure that personal data is adequate, relevant and not excessive for the purpose or purposes for which it is held.
4. Ensure that personal data is accurate and, where necessary, kept up-to-date.
5. Ensure that personal data is not kept for any longer than is necessary for the purpose for which it was obtained.
6. Ensure that personal data is kept secure.
7. Ensure that personal data is not transferred to a country outside the United Kingdom unless the country to which it is sent has an adequacy decision in place or ensures an adequate level of protection for the rights (in relation to the information) of the individuals to whom the personal data relates.

## DATA SUBJECTS RIGHTS

All data subjects have a number of rights that we must always act on when they request to exercise these rights by contacting us. They have the right to:

- Be informed about how, why and in what ways we will process their personal data.
- Request to see or have a copy of all data we are holding that relates to them (known as a “data subject access request”).
- Request us to amend incorrect or incomplete data.
- Request us to erase their personal data.
- Request us to stop processing their data in certain ways (right to “restricted processing”).
- Request that we pass their personal data onto another organisation (right to “data portability”). *This right only applies to personal data that is processed under the consent or contract basis, is processed by automated means and is data that has been provided to you by the data subject. In the event of an appropriate request, we will transfer the data in an electronic format to either the data subject or the organisation they have requested.*
- Object to the processing of the data. *This right only applies to personal data that is: processed under the legitimate interests basis; used for public interest tasks; used to exercise an official authority, or; used for direct marketing purposes.*

SSCM does not carry out any electronic profiling or automated decision making.

Data subjects also have a right to make a complaint to the Information Commissioner’s Office if they feel we are not meeting our obligations under the GDPR or DPA.

## **INFORMING INDIVIDUALS OF DATA PROCESSING**

SSCM may collect and process personal data for the following individuals:

- Clients
- Contracted service providers (e.g. self-employed enablers, support workers, therapists)
- Our Employees and employees of clients, whom we manage on their behalf
- Family members of clients

Each individual, upon engaging with SSCM, will be provided with a relevant Privacy Statement or Private Notice informing them of the following:

- Who the Data Controller is and their contact details.
- What lawful basis is being utilised to process their personal data (if this is the Consent basis, a Consent form will also be provided at this time).
- What personal data will be collected and processed.
- Why the data is being collected and processed.
- How long their personal data will be retained for.
- How they can enact their rights under the GDPR, which will vary depending on what lawful basis their personal data is collected under.

Samples of these Privacy Statements can be seen at Appendices 1, 2 and 3.

## **LAWFUL BASES FOR DATA PROCESSING**

Under the GDPR, there are six lawful bases for processing personal data. Most lawful bases require that processing is 'necessary' for a specific purpose; If the same purpose can be reasonably achieved without the processing, then no lawful basis will apply.

The six lawful bases are:

- a. Consent: the individual has given clear consent for you to process their personal data for a specific purpose. Consent is choice based and can be withdrawn at any time.
- b. Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- c. Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).
- d. Vital interests: the processing is necessary to protect someone's life.
- e. Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- f. Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

It is generally expected that SSCM, in the course of its regular business activities which require processing of personal data, will process under the bases of a. Consent, b. Contract and c. Legal Obligation. Where it is necessary for personal data to be processed under another lawful basis, this should be documented in advance of processing the data, including the reasons why the processing is necessary.

## **SPECIAL CATEGORY DATA**

It is expected that in the execution of its services, SSCM will need to process sensitive personal data. Data that is classified as sensitive is information that could create more significant risks to a person's fundamental rights and freedoms, for example, by putting them

at risk of unlawful discrimination. Examples of sensitive data include information about an individual's:

- race or ethnic origin;
- religion;
- genetics;
- biometrics (where used for ID purposes);
- health;
- sexual orientation;
- criminal convictions.

All special category data being processed must meet specific conditions under GDPR or be allowable through the DPA, in addition to meeting one of the six lawful bases for its processing. These conditions can be found in Article 9(2) of the GDPR, and are listed in detail here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/>.

In summary the conditions are:

- a. The data subject has given explicit consent to the processing for a specified purpose(s).
- b. Processing is necessary for the controller to carry out their obligations as an employer.
- c. Processing is necessary to protect the vital interests of the data subject where the data subject is physically or legally incapable of giving consent.
- d. Processing is carried out in the course of its legitimate not-for-profit activities with a political, philosophical, religious or trade union aim.
- e. Processing relates to personal data which are manifestly made public by the data subject.
- f. Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.
- g. Processing is necessary for reasons of substantial public interest, on the basis of law.
- h. Processing is necessary for the purposes of preventive or occupational medicine, assessment of working capacity of an employee, medical diagnosis or provision of healthcare treatment.
- i. Processing is necessary for reasons of public interest in the area of public health or to ensure high standards of quality and safety of health care.
- j. Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

It is generally expected that SSCM, in the course of its regular business activities which require processing of sensitive personal data, will be doing so in order to meet conditions; a. Consent; b. Employer obligations (this includes carry out DBS checks on our staff and on employees we manage on behalf of our clients\*); c. Protecting vital interests of individuals without capacity; or h. For provision of healthcare treatment. Where it is necessary for sensitive personal data to be processed under a different condition, this should be documented in advance of processing the data, including the reasons why the processing is necessary.

\*Special note with regards to criminal records data – DBS checks are lawfully able to be carried out on staff/contractors because they are to be working with children or vulnerable adults (as per Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975), however in general, the resultant criminal records data from such checks should only be retained in exceptional circumstances. Otherwise, it is appropriate to simply retain the record of the DBS certificate number, the date it was issued and whether the check was clear or not.

## DATA SUBJECT ACCESS REQUESTS

Whenever a data subject access request is made, we will follow these steps:

1. Ensure there is a written record of the request including the date and method the request was made (e.g. verbally, posted letter, email).
2. Respond to the individual within 72 hours receipt of their request to acknowledge the request and inform them that we will begin the task of reviewing it and that we have 1 month to respond/enact this.
3. Research the full details of our obligations under the GDPR and which apply to the specific situation. More details can be found here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>
4. When enacting the request is expected to take longer than 1 month, we will inform the data subject before the original deadline and can extend the deadline by up to 2 months, if it is reasonable to do so (e.g. there are multiple requests or the request is very complex).
5. If we believe it is within reason to refuse the request, we will document our justification for this decision and inform the data subject prior to the 1 month deadline. We must tell them why we are refusing the request, that they have the right to complain to the ICO and that they can seek a judicial enforcement to the request if they wish to.
6. If we agree to the request, we will provide the data to them. Where possible this should be digitally, via a secure self-service system (e.g. a Tresorit link or a shared Dropbox folder).

## DATA RECTIFICATION REQUESTS

Whenever a data subject requests we amend data that is inaccurate (incorrect or misleading) or missing, we will follow these steps:

1. Ensure there is a written record of the request including the date and method the request was made (e.g. verbally, posted letter, email).
2. Respond to the individual within 72 hours receipt of their request to acknowledge the request and inform them that we will begin the task of reviewing it and that we have 1 month to respond/enact this.
3. We will restrict further processing of the data in question whilst its accuracy is examined.
4. Research the full details of our obligations under the GDPR and which apply to the specific situation. More details can be found here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-rectification/>
5. When enacting the request is expected to take longer than 1 month, we will inform the data subject before the original deadline and can extend the deadline by up to 2 months, if it is reasonable to do so (e.g. there are multiple requests, the request is very complex or we need more time to consider the accuracy of the disputed data).
6. If we believe it is within reason to refuse the request, we will document our justification for this decision and inform the data subject prior to the 1 month deadline. We must tell them why we are refusing the request, that they have the right to complain to the ICO and that they can seek a judicial enforcement to the request if they wish to.
7. If we agree to the request, we will correct the data and write to the data subject to inform them that the data has been rectified. We must also contact any recipients with whom the data has been shared and inform them of the rectification. Where this is the case, we must also inform the data subject about these additional recipients.



## **RESTRICTED PROCESSING**

Whenever a data subject has made a request for erasure or amendment of their personal data or objected to its processing, we must restrict use of their data until the situation is resolved. This means we can store the data but must not use it in any other way unless we have the data subject's consent, the use is for exercise or defence of a legal claim, the use is to protect another person, or it is for reasons of important public interest. We will add a note to our electronic and any paper filing systems to state that processing of the individual's data is restricted and, where possible, put electronic means in place to prevent any further amendments to or use of the data.

It is also possible for data subjects to request restriction of the processing of their data. More details about this can be found here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-restrict-processing/>

## **ENSURING THE SECURITY OF PERSONAL DATA**

Staff must at all times avoid unlawful disclosure of personal information and therefore should be aware of the following:

- It is an offence to disclose personal information 'knowingly and recklessly' to third parties.

In order to prevent unauthorised access or accidental loss or damage to personal data, it is important that care is taken to protect such data. Paper records should be kept in locked cabinets/drawers when not in use and care should be taken that personal and special category data is not left unattended or in clear view whilst in use. If your work involves you having personal and sensitive data at home or in your car, the same care needs to be taken. When transporting documents, they should be carried out of sight in the boot of your car.

Be aware that names/addresses/phone numbers and other information written on scrap paper are also considered to be confidential. All paper containing personal/sensitive data, once no longer required, should be securely shredded.

When working with personal or sensitive data on a computer, the screen/monitor should be positioned in such a way so that passers-by cannot see what is being displayed. If this is not possible then privacy screens should be used on the monitor to afford this level of protection. If working in a public area the computer must be "locked" if leaving it unattended. Firewalls and virus protection must be in place at all times on any computers used for work purposes to reduce the possibility of hacking or data corruption. Documents containing personal data should be stored on a secure cloud-based system and not kept longer than necessary on individual computer hard drives. All computers and devices used to access cloud-based services containing personal data must be password protected.

Prior to working remotely, ensure that the GDPR Working from Home Risk Assessment is completed, located in Qnotes under Key Docs / Risk Assessments.

## **RETENTION AND ERASURE OF PERSONAL DATA**

SSCM will only hold personal data for as long as is necessary to fulfil the purposes we collected it for. For employees and or self-employed service providers, this will be 3 years after termination of contract. For clients and any support workers employed by/working with the client at any time, this will be 7 years after the client ceases using our services except where the client is a child, in which case it will be until their 25<sup>th</sup> birthday. Where we believe there is a chance of future litigation, we may retain a client's data for longer than this. Where

this is the case, it will be documented in their records as to why the data is being retained and for how long this is expected.

When a data subject requests for their personal data to be erased from our records, we will follow these steps:

1. Ensure there is a written record of the request including the date and method the request was made (e.g. verbally, posted letter, email).
2. Respond to the individual within 72 hours receipt of their request to acknowledge the request and inform them that we will begin the task of reviewing it and that we have 1 month to respond/enact this.
3. Ensure the right to erasure applies. This will be the case if:
  - a. the personal data is no longer necessary for the purpose which we originally collected or processed it for.
  - b. we are relying on consent as our lawful basis for holding the data, and the data subject has withdrawn their consent.
  - c. we are relying on legitimate interests as our basis for processing, the data subject has objected to the processing of their data, and there is no overriding legitimate interest to continue this processing.
  - d. we are processing the personal data for direct marketing purposes and the data subject objects to that processing.
  - e. we have processed the personal data unlawfully.
  - f. we have to erase the data to comply with a legal obligation; or
  - g. we have processed the personal data to offer information society services to a child.

The right to erasure will not apply if our processing of it is necessary for one of the following reasons:

- a. to exercise the right of freedom of expression and information.
- b. to comply with a legal obligation.
- c. for the performance of a task carried out in the public interest or in the exercise of official authority.
- d. for archiving purposes in the public interest (scientific research, historical research or statistical purposes); or
- e. for the establishment, exercise or defence of legal claims.

Additionally, if the request relates to special category (sensitive) data, the right to erasure will not apply if:

- a. the processing is necessary for public health purposes in the public interest (e.g. ensuring high standards of quality and safety of health care); or
  - b. the processing is necessary for the purposes of preventative or occupational medicine (e.g. for establishing the working capacity of an employee; for medical diagnosis; for the provision of health or social care).
4. Research the full details of our obligations under the GDPR and which apply to the specific situation. More details can be found here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>
  5. When enacting the request is expected to take longer than 1 month, we will inform the data subject before the original deadline and can extend the deadline by up to 2 months, if it is reasonable to do so (e.g. there are multiple requests or the request is very complex).
  6. If we believe it is within reason to refuse the request, we will document our justification for this decision and inform the data subject prior to the 1 month deadline. We must tell them why we are refusing the request, that they have the right to complain to the ICO and that they can seek a judicial enforcement to the request if they wish to.

7. If we agree to the request, we will erase the data, including from any backup systems, and write to the data subject to inform them that the data has been erased. We must also contact any recipients with whom the data has been shared and inform them of the erasure. Where this is the case, we must also inform the data subject about these additional recipients.

## **COMPANY ACCESS AND SHARING OF PERSONAL DATA**

All personal data stored by SSCM will be accessible by the Company Directors. Access to other staff members will be restricted and access will only be provided on a 'need-to-know' basis. Where possible, staff will be given direct, but limited, access to data storage systems or where this is not possible, data will be shared using a secure transfer method.

Personal data will only be shared with third parties where required by law, where it is necessary in order to administer our working relationship, or where we have their explicit consent to do so. In all circumstances where data is shared with third parties, the data will be subject to confidentiality arrangements.

## **COLLECTING PERSONAL DATA VIA ONLINE FORMS**

Personal data may be collected about individuals via online forms, for example Mach Forms used by support teams to provide us with updates about client's situations, or the contact form on our website.

Any Mach Forms that contain personal data should be password protected and the access links only shared with relevant persons who need to access them. All Mach Forms should contain the following disclaimer:

*This MachForm, together with any attachments, is for the exclusive and confidential use of the addressee(s). Any other distribution, use or reproduction without StanleySmith Case Management's prior consent is unauthorised and strictly prohibited. If you have received this MachForm or any submissions from it in error, please notify StanleySmith Case Management by e-mail immediately ([heidi@sscmanagement.co.uk](mailto:heidi@sscmanagement.co.uk)) and delete it from your computer without making any copies.*

*StanleySmith Case Management Ltd, Highland House, Western Road, Ivybridge, Devon PL21 9AL.*

## **DIRECT MARKETING**

Direct Marketing is a communication that seeks to inform recipients of our services and to elicit a response, such as engaging in our services. The communication may be in a variety of formats including mail, telephone marketing and email.

SSCM does not currently maintain a mailing list and it is not expected that unsolicited marketing communication should be carried out at any time.

## **WHAT TO DO IN THE EVENT OF A DATA BREACH**

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. Data breaches could include:

- access by an unauthorised third party.
- deliberate or accidental action (or inaction) by a controller or processor.
- sending personal data to an incorrect recipient.



- computing devices containing personal data being lost or stolen.
- alteration of personal data without permission; and
- loss of availability of personal data.

If any staff member discovers, or suspects, a data breach, this should be reported to Heidi Stanley immediately. The Directors will then:

1. Record details of the perceived breach, including date, time, who reported it and the nature of the breach.
2. Conduct an immediate review of our systems, in order to prevent a continuation of the breach or a reoccurrence.
3. Conduct a review of the breach to determine if the ICO need to be informed. This must be completed and the ICO informed (if necessary) within 72 hours of the breach occurring. The ICO should be informed if it is felt there is a risk to the rights and freedoms of the data subjects to whom the data relates or if the breach relates to a large volume of personal data. If the breach does need to be reported, we will inform the ICO of:
  - a. The number of data subjects involved.
  - b. The type and amount of data involved.
  - c. The likely consequences of the breach.
  - d. The measures taken to deal with the breach and to mitigate any potential adverse effects.
  - e. The name of the relevant company contact for the ICO to respond to.
4. Regardless of if the breach is reported to the ICO or not, record details of the breach, any actions taken, and the reasoning for all decisions made.

Any deliberate or reckless breach of this Data Protection Policy by any employee or contractor of SSCM may result in disciplinary action and/or dismissal.

## **Appendix 1.**

### **PRIVACY INFORMATION FOR CLIENTS**

**StanleySmith Case Management Ltd**  
**Highland House, Western Road, Ivybridge, Devon. PL21 9AL**  
**01752 466173**  
**admin@sscmanagement.co.uk**  
**[www.sscmanagement.co.uk](http://www.sscmanagement.co.uk)**

This privacy information sets out how StanleySmith Case Management Ltd uses and protects any personal information that you provide us.

StanleySmith Case Management Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy statement.

#### **Why we collect your data:**

We collect your personal data because it is necessary in order to deliver safe and effective case management. We also have a Legal Obligation to keep appropriate clinical records as part of our Health Care Professions Council (HCPC) registration and our own professional governing body.

We ask clients to consent to case management provision. As part of case management provision, we are obligated to process client data. This falls under the Contract basis.

#### **What we collect:**

We may collect the following information (this list is not exhaustive):

Personal information at the point of referral, for instance name, address, date of birth and reason for referral including injury / diagnosis.

Medical and lifestyle information, through conversation, observation and questionnaires. Further clinical information in relation to goals, reports from other health professionals. Education, vocational or work documentation to help us to progress case management goals.

Contact information if you make a referral via our website.

#### **What we do with the information we gather:**

We require this information for the purpose of:

Professional clinical record keeping of patient information.

Creating fully informed reports and treatment plans.

To be able to make and work towards case management goals.

Sharing information with relevant health professionals as part of coordinating services.

#### **How information is stored:**

All information is stored using Qunote. This is a secure online system.

We also use Tresorit to store and send information. This is a secure on line system. We send encrypted emails using AMS, Egress or password protection. Case Managers and SSCM office staff access their emails using two-factor authentication. Laptops and computers are password protected. Hard copies of information are kept in a locked filing cabinet in a locked building or shredded if there is a copy on quonote.

**How long information is kept:**

Upon closing a client's case, client's information is stored for 7 years. For children and young people under age 18 it is kept for 7 years from their 18th birthday. We have an obligation to do this by law.

**Controlling your personal information:**

We will not distribute, sell or lease your personal information to third parties, other than those we have engaged to deliver services on our or your behalf, unless we have your explicit permission or are required by law to do so.

**Under data protection you have the following rights:**

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR). If you would like a copy of the information held on you, please contact either of the Directors, Heidi Stanley or Nikki Smith, Data Controllers, at this address: StanleySmith Case Management Ltd, Highland House, Western Road, Ivybridge, PL21 9AL.

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

If you have any concerns about our use of your personal information, you can make a complaint to us at Directors, Heidi Stanley or Nikki Smith, Data Controllers, at this address: StanleySmith Case Management Ltd, Highland House, Western Road, Ivybridge, PL21 9AL.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow



Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

If at any time you are unsure of how your data is processed by StanleySmith Ltd please do not hesitate to contact us. We will review this Privacy Agreement on an annual basis.

As an organisation we are registered with the ICO and are compliant with the GDPR.

**January 2025**

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## Appendix 2.

### **Data Protection Privacy Terms & Disclosure for Employees managed by StanleySmith Case Management**

Information that you provide to us is subject to the General Data Protection Regulation (GDPR).

By signing this declaration, you confirm you understand that it is necessary for us to process your personal data in order to carry out recruitment and manage your employment if successful at interview. This includes sharing your data with relevant third parties, such as the client's solicitor, our payroll company or HMRC. This could be both manually and by electronic means.

Processing includes obtaining, recording or holding information or data, transferring it to other companies associated with us.

#### **Privacy Policy**

StanleySmith Case Management Ltd is committed to ensuring that your privacy is protected. This means that should we ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

Name and contact details of the Data Controllers	Heidi Stanley – Joint Director T: 07872 806061 E: <a href="mailto:heidi@sscasemanagement.co.uk">heidi@sscasemanagement.co.uk</a> Nikki Smith – Joint Director T: 07814 930913 E: <a href="mailto:nikki@sscasemanagement.co.uk">nikki@sscasemanagement.co.uk</a>
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#### **Why we collect and process your data:**

As we are managing your employment, we have a Legal Obligation to process and share your data, including with Government agencies (e.g. HMRC). We need to collect information about you in order to carry out recruitment checks and manage your employment, in order to meet our Contractual obligations to you. Processing your data commences when you complete an application form or send us your CV. If you are successful at interview, we will seek further information prior to confirming your offer of employment.

#### **How and what information is collected about you**

As part of recruitment, we will need to collect the following information by email, telephone call, by post, questionnaires / forms, or in-person:

- Name
- Date of Birth
- Contact details (phone, email, address)
- Family members names and contact details
- Copy of passport or driving licence for ID
- Reference checks
- DBS check
- Licence check for driving – this may include your vehicle MOT and insurance details
- Right to work in the UK.
- Appraisal information and on-going supervision.



**What we do with the information we gather and what it is used for:**

- We keep your data on our electronic data base, Qunote. This is a secure cloud service and meets GDPR regulations.
- We also hold paper copies of your data. This is kept locked in a filing cabinet in our main office.
- If you apply for a post, we will retain your application form for 3 months.
- We will retain your personal data for 3 years if you have worked with a client who we manage.

**Your Rights:**

You have the right to:

- Be informed.
- Have access to data that is held about you.
- Request for your data to be erased (unless we are operating under a Legal Obligation).
- Request your data is transferred to another company.
- Object to the data that we hold or our processing of it.

If you wish to object or request a transfer or erasure of your data, please email either director [heidi@sscmanagement.co.uk](mailto:heidi@sscmanagement.co.uk) or [Nikki@sscmanagement.co.uk](mailto:Nikki@sscmanagement.co.uk) If you do not provide us with personal data during the recruitment process, we will be unable to offer you a position.

If you object to our processing of your data once employed, this will affect your ability to continue in the role. This is because we need to ensure appropriate safeguarding is in place, carry out DBS checks, ensure that you remain able to drive, and that you have business insurance and a valid MOT certificate (where applicable).

**How you can access your information:**

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you, please write to Heidi Stanley or Nikki Smith at StanleySmith Case Management Ltd, Unit highland House, Western Road, Ivybridge, Devon PL21 9AL.

**How long we keep your information for**

For employees employed directly by SSCM, we retain your data for 7 years from the point of termination of your employment contract. For employees managed by us on behalf of clients (Support Workers/Carers), we retain your data for the duration of the time the client is undertaking Case Management services with us, and then for 7 years after their case is closed.

**Security:**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

**Right to Complain:**

If you have a concern about our information practices, you have the right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk).

**GDPR Declaration:**

I hereby confirm that I have read and understand the above Privacy Terms:

Name:

Signed:

### Appendix 3.

#### **Data Protection Privacy Terms & Disclosure for Self-Employed Professionals managed by StanleySmith Case Management**

Information that you provide to us is subject to the General Data Protection Regulation (GDPR).

By signing this declaration, you confirm you understand that it is necessary for us to process your personal data in order to manage your appointment to role. This includes sharing your data with relevant third parties, such as the client's solicitor. This could be both manually and by electronic means.

Processing includes obtaining, recording or holding information or data, transferring it to other companies associated with us.

#### **Privacy Policy**

StanleySmith Case Management Ltd is committed to ensuring that your privacy is protected. This means that should we ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

Name and contact details of the Data Controllers	Heidi Stanley – Joint Director T: 07872 806061 E: <a href="mailto:heidi@sscmanagement.co.uk">heidi@sscmanagement.co.uk</a> Nikki Smith – Joint Director T: 07814 930913 E: <a href="mailto:nikki@sscmanagement.co.uk">nikki@sscmanagement.co.uk</a>
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#### **Why we collect and process your data:**

As we are managing your appointment and on-going role as an AHP, we need to collect information about you in order to manage your on-going suitability for the role, in order to meet our Legal Obligations to safeguard our client. Processing your data commences when you send us your CV.

#### **How and what information is collected about you:**

As part of these processes, we will need to collect the following information by email, telephone call, by post, questionnaires / forms, or in-person:

- Name
- Contact details (phone, email, address)
- CV
- Potential reference checks
- Terms & Conditions
- HCPC number or certificate
- DBS check
- Insurance
- Chartered society number or certificate

#### **What we do with the information we gather and what it is used for:**

- We keep your data on our electronic data base, Qunote. This is a secure cloud service and meets GDPR regulations.

- We also hold paper copies of your data. This is kept locked in a filing cabinet in our main office.
- We will retain your personal data for 3 years if you have worked with a client who we manage.

### **Your Rights:**

You have the right to:

- Be informed.
- Have access to data that is held about you.
- Request for your data to be erased (unless we are operating under a Legal Obligation).
- Request your data is transferred to another company.
- Object to the data that we hold or our processing of it.

If you wish to object or request a transfer or erasure of your data, please email [heidi@sscmanagement.co.uk](mailto:heidi@sscmanagement.co.uk) or [Nikki@sscmanagement.co.uk](mailto:Nikki@sscmanagement.co.uk). If you do not provide us with personal data during the appointment process, we will be unable to offer you a role.

If you object to our processing of your data once instructed, this may affect your ability to continue in the role. This is because we need to ensure appropriate safeguarding is in place, carry out DBS checks, HCPC number or certificate and that you have business insurance (where applicable).

### **How you can access your information:**

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to the Directors, Heidi Stanley / Nikki Smith at StanleySmith Case Management Ltd, Highland House, Western Road, Ivybridge, Devon PL21 9AL.

### **How long we keep your information for:**

For associates working on behalf of SSCM, we retain your data for 7 years from the point of termination of your associate contract. For associates engaged to work with our clients (Therapists, Service Providers), we retain your data for the duration of the time the client is undertaking Case Management services with us, and then for 7 years after their case is closed.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

### **Right to Complain**

If you have a concern about our information practices, you have the right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk).

### **GDPR Declaration:**

I hereby confirm that I have read and understand the above Privacy Terms:

Name:

Signed:

Date: