

## **Caring in Craigmillar** **Data Privacy Policy**

It's important to Caring in Craigmillar that we are ensuring that individual's rights and personal freedoms in terms of their personal information are upheld and respected at all time. The following privacy notices are to enable you to feel confident that Caring in Craigmillar is being transparent and accountable

### **Visitors to our websites**

When you visit our website <http://www.caringincraigmillar.co.uk> your details are not identifiable in any way to us.

### **Visitors to our Centre:**

Signing in book

Staff and visitors are required to sign in to the Caring in Craigmillar reception on entering and exiting the building. In the event of a fire or emergency evacuation, this list would be handed to the Fire Marshall, who will use this as a basis for checking if anyone has potentially been left in the building. This book is monitored by staff and destroyed on completion.

### **People who contact us by phone & email**

People who call our Reception

When you call the Caring in Craigmillar reception, the callers information will not be digitally stored. We will forward your call to the appropriate person or email your query to the appropriate Caring in Craigmillar team member. Please see the email notice below.

People who email us

We welcome email contact from anyone interested in the work Caring in Craigmillar does. We hold onto email correspondence for the limit of time the query of response takes to be completed. We regularly monitor our email in and sent boxes and delete emails on a regular basis of 3 months

We will monitor any emails sent to us, including attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

### **People who make a complaint to us**

Caring in Craigmillar is always open to improving our services and treat comments and complaints with the sensitively and consideration they deserve. When we

receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in any way that would identify anyone.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

## **People who use Caring in Craigmillar services**

Caring in Craigmillar offers various services to the public.

We hold the details of the people who have requested the service. However, we only use these details to provide the service the person has requested and for other closely related purposes.

## **Job applicants, current and former Caring in Craigmillar employees**

Caring in Craigmillar is the data controller for all the information you provide during the recruitment process unless otherwise stated. If you have any queries about the process or how we handle your information, please contact us at [info@caringincraigmillar.org](mailto:info@caringincraigmillar.org).

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. Information is deleted or destroyed after a maximum of 6 months.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we have asked for but it might affect your application if you don't.

### Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

### Interviews

We may ask you to attend an interview. Information may be generated by you and by us, in the form of notes against the persona specification for the role. This information is held by Caring in Craigmillar. If you are unsuccessful after interview for the position you have applied for, we will retain your details for 6 months.

### Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- You may be required to complete a PVG (protection of vulnerable groups) application form, which is then sent to Disclosure Scotland for processing, via our verifying partner, volunteer Scotland.
- We will contact your referees, using the details you provide in your application, directly to obtain references.

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

### **Your rights**

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

## Personal Information Complaints or queries

Caring in Craigmillar tries to meet the highest standards when delivering service to our community as well as when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy has been developed to be as concise and detailed as possible to give you informed choice on how you may want to engage with our services. We hope you have found it helpful. It does not however provide exhaustive detail of all aspects of the Caring in Craigmillar collection and use of personal information. We are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us in our capacity as the data controller at [info@caringincraigmillar.org](mailto:info@caringincraigmillar.org) or with the ICO in their capacity as the statutory body which oversees data protection law – [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

## Access to personal information

Caring in Craigmillar tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Caring in Craigmillar for any personal information we may hold you need to put the request in writing addressing it to our Manager, at [info@caringincraigmillar.org](mailto:info@caringincraigmillar.org) or by writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Manager.

## Disclosure of personal information

In many circumstances we will not disclose personal data without consent.

However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned eg. the Care Inspectorate, OSCR or SSSC and with other relevant bodies. Further information is available in our data protection policy.

**Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 25<sup>th</sup> May 2018.

**How to contact us**

If you want to request information about our privacy policy, you can email us at [info@caringincraigmillar.org](mailto:info@caringincraigmillar.org) or write to:

Caring in Craigmillar  
63 Niddrie Mains Terrace  
Edinburgh  
EH16 4NX

Kellie Mercer  
28/05/2018