

Privacy Notice

Hydration Care Consultancy Limited t/a ROC Care Systems

Introduction

This is **Hydration Care Consultancy Limited t/a ROC Care Systems's** Privacy Notice.

As part of our service we will process data provided to us by our service user (Data Controller).

“Processing” can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to safeguarding data passed to us by the service user (Data Controller) and being transparent about why we need the data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to the processing data.

Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information (including the Data Protection Act 2018, the General Data Protection Regulation, the Data Protection Bill).

If you have any concerns or questions, please contact us: info@roccaresystems.co.uk.

ROC Care Systems (Data Controller & Processor)

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about your business.

We may process the following types of data:

- Your basic details and contact information e.g. Business name and address.
- Your team members, e.g. names and email addresses
- We also record and process data provided to us by you the Service User (Data Controller) via the ROC Care Systems Application.

Why do we have this data?

We need this data so that we can provide a high-quality service and support the Service Users. By law, we need to have a lawful basis for processing data passed to us by you the Service User.

We process your data with your consent. We will explain clearly to you what we need the data for and how you can withdraw your consent at any time. Data processed by us ROC Care Systems can be shared with other parties only with your expressed permission.

Service User (Data Controller)

What data do we have?

We process only data which is passed to us by you the Service User that is submitted via the ROC Care Systems application.

Where do we process your data?

All data is processed via the ROC Care Systems application and passed back to you, the Service User.

Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details;
- Your training records.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;

There is detailed information on what employee data you can keep [here](#).

As part of your application you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check). We do not keep this data once we’ve seen it.

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because

- We have a legal obligation under UK employment law;
- We are required to do so in our performance of a public task;

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity pay.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty's Revenue and Customs (HMRC);
- The police or other law enforcement agencies if we have to by law or court order.
- The DBS Service

Our Website

In order to provide you with the best experience while using our website, we process some data about you.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
4. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
5. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person

inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>