

PRIVACY POLICY

Roster Home Care Ltd is committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use, and safeguard your information in accordance with the **Data Protection Act 2018** and the **UK General Data Protection Regulation (UK GDPR)**.

1. Who We Are

Roster Home Care Ltd is the **data controller** responsible for your personal data. We have appointed a **Data Protection Lead** (Registered Manager) responsible for overseeing data protection compliance and handling any queries related to this policy.

2. What is Personal Data?

Personal data means any information that identifies you or relates to you, including:

- Name, address, email, phone number
 - Date of birth and identification details
 - Financial information (where applicable)
 - Health records, care plans, and medical information
 - Information about ethnicity, religion, or other sensitive data
 - Opinions about you or provided by you
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3. How We Use Your Personal Data

We process your personal data to:

- Deliver care and support services
- Manage contracts and service agreements
- Communicate with you and respond to enquiries
- Meet legal and regulatory requirements
- Improve our services

If we do not have your personal data, we may not be able to provide our services effectively.

4. Types of Data We Process

Clients

We may process:

- Identity and contact details
- Health and care-related information
- Financial/payment information
- Equality and diversity data

Lawful basis: Consent, contract, legal obligation, vital interests, and provision of health/social care.

Suppliers & Partners

We may process:

- Contact and business information
- Payment and transaction details

Lawful basis: Contract and legitimate business interests.

Job Applicants / Candidates

We may process:

- CVs, employment history, qualifications
- Contact details
- Skills and background information

Lawful basis: Legitimate interests and legal obligations (and consent where applicable).

5. Sharing Your Data

We only share your data where necessary, including with:

- Healthcare professionals and local authorities
- Regulatory bodies (e.g. CQC)
- Payroll, IT, and service providers
- Legal or compliance authorities where required

We do **not sell your personal data**.

6. International Transfers

We do **not transfer your personal data outside the UK/EEA**.

If this changes, we will ensure appropriate safeguards are in place.

7. Data Retention

We only retain your data for as long as necessary to:

- Provide services
- Meet legal and regulatory obligations

After this period, your data will be securely deleted or destroyed.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Request data portability

To exercise your rights, please contact us.

9. Automated Decision Making

Roster Home Care Ltd **does not carry out automated decision-making** using your personal data.

10. Complaints

If you are concerned about how we use your data, please contact us first so we can resolve the issue. You also have the right to complain to the **Information Commissioner's Office (ICO)**:

Website: <https://ico.org.uk>

Phone: 0303 123 1113

11. Contact Us

If you have any questions about this Privacy Policy or your data, please contact us

12. Policy Review

This Privacy Policy is reviewed annually to ensure ongoing compliance.

Last Updated: 15 March 2026