

## F4Control Ltd T/A Human Touch Ambulance and f4control

### Privacy Notice

This notice explains how we use your personal data, describes the categories of personal data we process and for what purposes. We are committed to collecting and using personal data fairly and in accordance with the requirements of the General Data Protection Regulation (GDPR).

We are committed to ensuring that your information is kept safe, secure and used responsibly, and we have put in place appropriate technical and other security measures to protect it.

### Who we are

F4control Ltd (Company Number 5045193) trading as first4care and Human Touch Ambulance, whose registered office is at 7 St. John Street, Mansfield, Notts. NG18 1QH. You can get in touch with us at The Old Station, High Street, Edwinstowe, NG21 9HS (first4care) by calling 01623 822222 or at Chartwell House, Pinfold Road, Bourne, Lincs PE10 9HT (Human Touch Ambulance) by calling 01778 338048.

### What kind of personal information we use

We use many different kinds of personal information depending on how we interact with you. For all staff we need to retain the following personal data: full name, address, email address, telephone number, date of birth, contact details, employment history, information we receive from references and other previous employers, health records, training records, and identification documents that we need to check your right to work checks.

### How we collect your personal data

We collect personal data:

- directly from you, for example when you fill out an application form either in paper or on our website or mobile;
- from other organisations such as DBS agencies and references from previous employers

### How we use your personal data

Data protection law says that we can only use personal data if we have a proper reason to do so. For example, these reasons include fulfilling a contract we have with you, and you have with us, when we have a legal duty, when it is in our legitimate interest or when you consent to its use. When data protection law allows us to process your personal data for our own legitimate interests, it is only allowed provided those interests do not override your own interests and/ or your fundamental rights and freedoms.

### Our purposes for processing your personal data

We will only ask you for your personal data where it is necessary to fulfil the following purposes. Where providing us with your personal data is optional, we will inform you of this. Our purposes are grouped under our legal bases for processing.

### Entering into and fulfilling a contract between you and us

- To consider and process applications made by you to fulfil the services we provide.
- To deliver the products and services we provide, including:
  - Making and accepting payments for payroll;

- Providing you with information, advice and guidance on specifics within your role;
- To address enquiries or complaints we may receive from you or a representative appointed by you.

#### Fulfilling our legal obligations

- Checking your identity;
- Conducting assessments of your DBS status when you apply for a DBS check, through sharing your personal data with a DBS agency;
- Assisting you with managing the products and services you hold;
- Detecting, investigating and reporting complaints and other issues, and taking measures to prevent this;
- Maintaining records of our business, as required by law – for instance, keeping records of our accounts, HR records and patient care records;
- Complying with laws which require us to provide information, directly or indirectly to any national authority, for the purpose of calculating and collection of tax, key performance indicators, and HR issues, Care Quality Commission;
- To otherwise meet our obligations under all laws and regulations based on law which apply to our business activities;
- Responding to enquiries and requests for information by any of our Regulators;
- Creating and submitting reports required by any of our Regulators;
- Identifying and managing risks to our organisation; and
- Where we have a duty to protect vulnerable customers.

#### For our legitimate interests

- As a commercial organisation:
  - Understanding how our customers use our products and services, so we can improve these.
  - Sharing information with organisations who introduce you to us under a commercial agreement – for instance, recruitment agency or other;
  - To recover money owed to us;
  - To otherwise exercise our rights under our contracts with you for the provision of the services you supply;
  - To invite you to participate in market research and staff surveys;
  - Sharing your personal data with any person to whom we may transfer, or may consider transferring any of our rights or business; and
  - For the operational management of the business.

#### Where we require your consent / explicit consent

- To process about you, where necessary, ‘special categories of personal data’ – this includes data about your:
  - Health;
  - Race or ethnicity;
  - Religion or other beliefs of a similar nature;
  - Sexual orientation; and
  - Genetic data about you.

#### Retaining your personal data

We will retain your personal data for as long as we are obliged, under relevant legislation and regulation, or where no such rules apply, for no longer than it is necessary for our lawful purposes. This

will usually be no more than seven years from the point at which the obligation to retain a record containing your personal data begins. The retention period of your personal data may need to be extended where we require this to bring or defend legal claims. We may also retain data for longer periods for statistical purposes, and if so we will anonymise or pseudonymise this.

#### Your Privacy Rights

You have the right to object to how we process your personal data. You also have the right to see what personal data we hold about you. You can ask us to correct inaccuracies, delete or restrict personal data or ask for some of your personal data to be provided to someone else. These rights are explained in more detail below.

Requests to exercise your rights to your personal data can be made by:

- By post: to "Attention: Anita Human, Chartwell House, Pinfold Road, Bourne, PE10 9HT"
- By telephone: 01778 338048 (Human Touch Ambulance)
- By email: to Anita Human, [anita@humantouch.org.uk](mailto:anita@humantouch.org.uk)

Our Data Protection Officer can be contacted using the email address above.

Your data protection rights are subject to certain restrictions and conditions. We will assess your request and where we decide not to act upon this, we will notify you of our reasons for this. We will not make a charge for handing your rights request, unless we consider this to be manifestly unfounded or excessive (particularly if this is repetitive).

You have the right to complain to us and to the data protection regulator, the Information Commissioner's Office, whose address is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. You can find out how to report a concern on their website at: <https://ico.org.uk/reportaconcern>

Your rights are:

**To be informed:** You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. We fulfil this right by giving you this notice.

**Access to your personal data:** You can request access to a copy of your personal data that we process as a data controller, together with details of why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making.

**Right to withdraw consent:** If you have given us your consent, you can withdraw that consent at any time. Please contact us if you want to do so. If you withdraw your consent, we may not be able to offer all types or some types of work to you. If this is the case, we will tell you.

**Right to object:** You may object to our processing of your personal data by us, where this processing is based on our legitimate interests or in the public interest. We will assess whether our interest in continuing to process your personal data overrides your rights and freedoms. If not, we will stop processing your personal data. Either way, we will inform you of the outcome.

You have the right to object to direct marketing (including marketing-related profiling) and if you do so, we must stop these types of activities.

**Rectification:** You can ask us to change or complete any inaccurate or incomplete personal data held about you.

**Erasure:** This is also known as “the right to be forgotten” and this means that you can ask us to delete your personal data where it is no longer necessary for us to use it, you have withdrawn consent (where applicable), or where we have no lawful basis for keeping it or otherwise using it. There are limited exceptions, for example where we need to use the information to bring or defend a legal claim.

**Portability:** You can ask us to provide you or a third party with some of the personal data that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred. This is limited to personal data you have provided with your consent or in relation to the products you have with us, and which we process by automated means, such as your employment data.

**Restriction:** You can ask us to restrict the personal data we use about you where:

- it is inaccurate;
- you have asked for it to be erased;
- you have objected to our use of it; or
- where you need this for the bringing or defending of legal claims.

When you have asked us to restrict the use of your personal data we may still store your information but will not use it further without your consent, unless we need to process it:

- to bring or defend legal claims;
- to protect the rights and freedoms of other individuals; or
- for other important public interest reasons.

#### Appendix 1 - List Third Party Partners

We do not currently have any affinity partners

#### Appendix 2 - Categories of supplier with whom we may share personal data for our business purposes

- Communications providers – mail, email and SMS text services
- Customer Service function providers
- Payroll/Accounting Agencies
- IT Consultants
- IT service providers
- Software providers
- Legal Services
- Market Research
- Payment Processors
- Other providers of services who are essential for operations purposes

### Appendix 3 – Terms and Conditions of Employment

As an employee, you agree to the following (taken from terms and conditions of employment):

The company is registered with the Information Commissioner's Office which has strict guidelines on the use, processing, controlling and transfer of data. You agree that personal data (other than sensitive personal data) relating to you and your employment with the Company may, to the extent that it is reasonably necessary in connection with your employment or the business of the Company:

- be selected and held (in hard copy and computer readable form) and processed by the Company; and be disclosed or transferred to other employees of the Company;
- any other persons as may be reasonably necessary;
- and as otherwise required by law.

You agree that the Company may process sensitive personal data relating to you, including medical details. You agree that the Company may disclose or transfer such sensitive personal data to other persons if it is required or permitted by law to do so.

You consent to the transfer and disclosure of personal data as set out above shall apply regardless of the country of residence for the person to whom the data is to be transferred.

Except in relation to the activities to which you are giving your consent to the extent set out above, this does not affect any rights which you have in law in relation to the collection, processing or transfer of personal data relating to you.