

Skills for Care Ltd

External Privacy Notice

Last Updated: 14/07/2023

1. Who we are and what we do

Who we are

We are Skills for Care Ltd (“Skills for Care”, “us”, “we”, “our”). We are a limited company registered in England and Wales under registration number 03866683 and charity number 1079836 and we have our registered office at West Gate, 6 Grace Street, Leeds LS1 2RP. We are registered with the UK supervisory authority, Information Commissioner’s Office (“ICO”) in relation to our processing of Personal Data under registration number Z6220820.

What we do

We are in the business of social care workforce development. We and our related entities are committed to protecting the privacy and security of the Personal Data we process about you.

Controller

Unless we notify you otherwise, we are the controller of the Personal Data we process about you. This means that we decide what Personal Data to collect and how to process it.

2. Purpose of this privacy notice

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5. When you apply for and access your endorsed provider account
6. When you apply for and view the status of ASYE (assessed and supported year in employment) funding
7. You enquire about our products and/or services
8. You sign up to receive newsletters and/or other promotional communications from us

4. What Personal Data is

'Personal Data' means any information from which someone can be identified either directly or indirectly. For example, you can be identified by your name or an online identifier.

'Special Category Personal Data' is more sensitive Personal Data and includes information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purposes of uniquely identifying someone, data concerning physical or mental health or data concerning someone's sex life or sexual orientation.

5. Personal Data we collect

The type of Personal Data we collect about you will depend on our relationship with you. For the type of Personal Data we collect see the table below in the section entitled 'Purposes, lawful bases and retention periods'.

6. How we collect your Personal Data

We collect Personal Data:

- directly from you in person, by telephone, or email and/or via our website, including by using analytics technology
- from your employers/social care service providers
- from our registered managers' network
- others to whom you have provided consent
- publicly available sources

7. Purposes and lawful bases

This notice applies to all Personal Data that is collected in relation to our services and we will only use your Personal Data when the law allows. Most commonly, we will use your Personal Data in the following circumstances:

Categories of individuals	Categories of Personal Data	Purpose of Processing	Lawful Basis
Website users	Login and password, name, address, email address, work phone number, postcode, job title, job role, organisation information, marketing preferences, interests	To allow you to register in our network and create an account	Contract
Website users	Name, phone number, email address, company, role, communication preferences, history of purchases and financial transactions	To allow you to buy our products on our /T1Brokhasm-3 (r)13 (act)TETQ	639.12 372.24 76.5

	<p>email address, work phone number, qualifications and education information, information about care services provided, records of training, number of sick days taken employee ID, records of training, national insurance number</p>		<p>carried out in the public interest.</p> <p>Consent is applicable when collecting special categories of data</p>
<p>Social care workers and assessors</p>	<p>ASYE Programmes: Social care worker/assessors ID, role, data of birth, national insurance number, disability, ethnicity, citizenship, address, nationality, record of training and sickness.</p> <p>SWRES (Social Care Workforce Race Equality</p>	<p>ASYE and SCWRES Programmes: To understand the size and shape of adult social care and the issues affecting care providers and the workforce and obtain intelligence which is used at national and local level to inform policy, funding levels and commissioning decisions, including to mitigate workplace inequality based on</p>	<p>Special categories of data are collected under consent, which is sought by the employer as a Separate Controller before sharing</p>

	<p>Standard) programmes: job title, compensation salary band, ethnicity or racial origin, the existence of disciplinary processes, harassments and bullying in the workplace. This information is collected on an aggregate level from employers (separate Controllers), based on employee consent, and fully anonymised. However, a small number of individuals could be unintentionally identified for smaller organisations where individuals are the only small group of people belonging to a specific</p>	<p>ethnicity. To allow social care providers to better understand their workforce and how they compare with similar care providers in the sector by accessing benchmark reports.</p>	<p>personal data with Skills for Care.</p> <p>Where Skills for Care act as a Processor (ASYE Children and Family programme), the Data Controller establishes the applicable lawful basis</p>
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	<p>ethnicity, if their information (workplace, role, and ethnicity) are combined with other publicly available information.</p>		
<p>Social care providers and managers</p>	<p>Name, work email address, work phone number, role, organisation</p>	<p>To onboard your business and allow you to use our workforce management platform</p>	<p>Contract</p>
<p>Website and platform users</p>	<p>IP address, browser information and history, online behaviour, and information about how you interact with our website, such as: how long you spend on our website pages, what you click on</p>		

	content and what device you use to access our website		
Social care workers and assessors (ASYE and leadership programmes)	Name, email address, phone number, job title, company, opinions about colleagues or self-assessment, log-in and password	To provide the 360 degrees tool as part of the ASYE or leadership programmes and allow you and colleagues appointed by you to assess your leadership skills through a questionnaire	Contract – participation is optional

Where Personal Data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

8. Sharing your Personal Data

It is unlikely that we'll ever share your personal data outside the UK, European Union or European Economic Area. If, however, it becomes necessary for the purposes of providing our services to you, we will only share it with organisations in countries benefiting from a European Commission adequacy decision or UK adequacy regulation, on the basis of Standard Contractual Clauses approved by the European Commission or International Data Transfer Agreement approved by the Secretary of State in the UK, which contractually oblige the recipient to process and protect your personal data to the standard expected within the UK/EU/EEA.

We may share your data with companies belonging to our Group, including our subsidiaries and holding, and with third-party companies that provide us with services and assistance, such as HR, finance, marketing automations, survey and assessment providers, and data management third-party cloud-based systems.

Your Personal Data is only processed in a country which the Secretary of State has confirmed has an adequate level of protection (an adequacy regulation), or

We enter into an International Data Transfer Agreement (“IDTA”) with the receiving organisation and adopt supplementary measures, where necessary. (A copy of the IDTA can be found here [international-data-transfer-agreement.pdf \(ico.org.uk\)](https://ico.org.uk/for-organisations/articles-and-guidance/inter-national/international-data-transfer-agreement.pdf)).

11. Your rights and how to complain

You have certain rights in relation to the processing of your Personal Data, including to:

Right to be informed

You have the right to know what personal data we collect about you, how we use it, for what purpose and in accordance with which lawful basis, who we share it with and how long we keep it. We use our privacy notice to explain this.

Right of access (commonly known as a “Subject Access Request”)

You have the right to receive a copy of the Personal Data we hold about you.

Right to rectification

You have the right to have any incomplete or inaccurate information we hold about you corrected.

Right to erasure (commonly known as the right to be forgotten)

You have the right to ask us to delete your Personal Data.

Right to object to processing

You have the right to object to us processing your Personal Data. If you object to us using your Personal Data for marketing purposes, we will stop sending you marketing material.

If you wish to receive additional communications from us, please let us know by: registering on our website and contacting our marketing team on marketing@skillsforcare.org.uk or 0113 241 0977.

You can unsubscribe to our marketing communications by following the unsubscribe link at the bottom of our emails, logging into our website and selecting 'my account' then 'marketing preferences' or contacting our marketing team on marketing@skillsforcare.org.uk or 0113 241 0977.

If you unsubscribe from our communications, we will keep a record of your preferences on a suppression list to ensure we don't send you any further communications.

Right to restrict processing

You have the right to restrict our use of your Personal Data.

Right to portability

You have the right to ask us to transfer your Personal Data to another party.

Automated decision

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Or by telephone on 0303 123 1113

How to exercise your rights

You will not usually need to pay a fee to exercise any of the above rights. However, we may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, you may contact us using the details set out below within the section called 'How to contact us and our Data Protection Officer'. We may need to request specific information from you to confirm your identity before we can process your request. Once in receipt of this, we will process your request without undue delay and within one month. In some cases, such as with complex requests, it may take us longer than this and, if so, we will keep you updated.

12. How to contact us and our Data Protection Officer

If you wish to contact us in relation to this privacy notice or if you wish to exercise any of your rights outlined above, please contact our appointed Data Protection Officer ("DPO") as follows:

West Gate, 6 Grace Street, Leeds LS1 2RP

compliance@skillsforcare.org.uk

Please mark your communications FAO the 'Data Protection Officer'.

13. Changes to this privacy notice

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify of the changes where required by applicable law to do so.