

Quality Plus Locums is committed to protecting and respecting your privacy and ensure best practice when managing personal information, you provide to us.

This Privacy Notice explains when and why we collect personal information of people we engage whether via our website, telephone, email, text messaging and any other form of communication.

A number of areas are covered by the Privacy Notice and they include :

- Who we are?
- Why we are notifying you of this notice
- Data Protection Principle we follow
- The legal basis for keeping your information
- Type of information we may collect from you
- How we use the information we collect from people,
- Who has access to your information?
- How we protect your information
- Your Rights
- Complaints

We may update this privacy policy from time to time and any amendments will be posted on this website. We therefore advise you check this page occasionally to ensure you are happy with any changes. We may also notify you of any changes to our privacy policy by email.

Send any questions you may have regarding this Notice and our privacy practices to datacompliance@qualityplus.org.uk

Who are we?

Quality Plus Locums provides short term recruitment and retention solutions to addressing workplace staffing challenges while allowing organisation look for more permanent solutions. Our aim is to bring stability in the teams, enhance quality of care delivered to patients, save organisations money in the long term. We aim to support health and social care business and professionals in the same field.

Quality Plus Locums, (company number 12897484) is a private company limited by guarantee. The registered office address is: 4 Burghley Close, Swindon, SN3 3BS

Why we are notifying you of this privacy notice

The Company may process personal data (including sensitive personal data) so that it can provide these services – in doing so, the Company acts as a data controller. Under the current GDPR legislation, the Company must have a legal basis for processing your personal data and explain what your personal data is used for and why it is required, how long it will be kept and what your rights are in relation to your personal data.

Data protection principles we follow

We ensure we comply with the 6 data protection principles which require information to be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid reasons that have been explained to you clearly
- Relevant for the purpose and used for those purposes only.
- Accurate and kept up to date
- Kept only for as long as necessary for the purposes it is meant for.
- Kept securely.

The Legal basis for keeping your information.

- There are a number of reasons why we collect, hold and process information for the following reasons:

- To confirm your identity and to keep in touch with you by post, fax, email, text message, telephone, or other method
- To understand your needs and to inform you of relevant services we offer
- To help you meet statutory obligations including those related to Health and Safety at work, equality and diversity and help with policy development in the case of a company.
- To process financial transactions in relation to the services you may receive from us.
- To build a picture of how well we deliver our services and how we can improve in the future.
- To undertake statistical evaluation regarding the value and impact of our programmes.

Types of information we may collect from you

Personal data means information about you that may identify you. We only collect information that is necessary and relevant for the purposes of providing you with training and development services. The different categories of data that we may collect are explained below;

Personal data

This may include your name, date of birth, address, telephone number, email address, job title, what pages you have accessed on our website and when, current training and future aspirations.

Sensitive data

This refers to information about your physical or mental health, race, ethnicity, religious beliefs, sexual orientation, trade union membership and armed force background. We require your written consent to process sensitive data and therefore where sensitive data is involved you will be asked for your written consent in order for us to process your data.

Where we are required to collect personal data by law and you do not provide us that data when requested, we may not be able to engage in any service/contract with you and you will be notified.

Communication data

This data relates to any communication you have with us through our website contact details, emails, text, social media, messaging, LinkedIn or any other form of communication you send to us. We process this data for the purposes of communicating with you, record keeping and for pursuance or defence of legal claims.

Customer data

This refers to data associated with purchases of our services such as your name, title, billing address, delivery address, email address, telephone number, contact details, purchase details and your card details. We process this information to supply services to you and keep records of transactions. If you purchase a service from us, your card details will not be held by us, it is collected by our third-party payment processors, who specialise in secure online capture and processing of credit/debit card transactions.

Marketing Data

This relates to data about your communication preferences and you want to receive marketing information from us. We process this data to enable you to participate in our promotions and measure or understand the effectiveness of our marketing strategy.

Ways in which information about you is collected

Information about you may be collected in a variety of ways such as;

- Directly from you
- Employer
- paper form
- online forms
- emails
- face to face communication
- social media
- telephone

- text messaging or image/audio recording devices
- visit our website or when you contact us about our services.

How do we use your information?

We may use your information to:

- Process your service request
- For contractual obligations purpose
- Gain your views/comments about our services
- To communicate with you about any changes to our services
- Send you communications which you may have requested or that may be of interest to you. These may include information about campaigns, events and other promotional activities of our services.

We will only use the information in ways that adhere to data protection legislation in force in the UK.

Who has access to your information?

Access to your information by Quality Plus Locums will be controlled, held securely and with limited access by our own staff on a need to know basis. We will endeavour to maintain your information in an accurate, up to date and secure at all times.

From time to time we may use your information in an anonymised form for the purpose of carrying out surveys, producing reports and statistical analysis used for continuous improvement of our services.

We will not share your information with third parties unless you have given consent and is specific to work finding purposes.

How do we protect your information?

Information that we hold about you will be subject to rigorous safeguards to ensure that it isn't accessed or disclosed inappropriately.

To meet confidentiality requirements for our customers, stakeholders and staff, Quality Plus Locums has confidentiality, Data Protection, Information Technology and Systems Policies in place and we ensure that staff are fully aware of these. Confidentiality requirements also applies to how we dispose of paper records and delete electronic records with your personal information.

Transferring your information outside Britain

The Company will not transfer the information you provide to us to countries outside the Britain for any purposes.

How long do we retain your information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Where the Company has obtained your consent to process your personal information, we will do so in line with our retention policy. Upon expiry of that period the Company will seek further consent from you. Where consent is not granted the Company will cease to process your personal data.

Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data and /or sensitive personal data you have the right to withdraw that consent at any time by contacting data protection officer.

There may be circumstances where the Company will still need to process your data for legal or official reasons. We will inform you if this is the case. Where this is the case, we will restrict the data to only what is necessary for the purpose of meeting those specific reasons.

If you believe that any of your data that the Company processes is incorrect or incomplete, please contact us using the details above and we will take reasonable steps to check its accuracy and correct it where necessary.

Do we use other recording devices?

Quality Plus Locums may sometimes request to take photographs or videos of our training to support our delivery. You have a right to refuse this or, if you agree to participate, we will fully explain the purposes of doing so and ask you to sign a release form covering images and video in which you appear. Where you do consent to photographs/video, we will try not to identify your organisation unless you specifically request that we do.

Quality Plus Locums sometimes use case studies to highlight the success of clients to encourage other customers. This may be in an anonymised form, or if you agree, use your personal information. Quality Plus Locums respects your rights to privacy, where you do not agree and there will be no adverse consequences for you if you do not agree.

Data Controller

Under the General Data Protection Regulation, organisations that process personal information (personal data) must notify the Information Commissioner's Office (ICO) unless they are exempt from doing so. Data controllers are required to inform the ICO of certain details about their processing of personal information. The Commissioner uses these details to make an entry describing the processes in the Data Protection Register and this is available to the public for inspection on the ICO website.

Registration is a basic principle of Data Protection that the public should know or should be able to find out who is carrying out the processing of personal information as well as other details about the processing. The Data controller responsible in respect of the information collected by Quality Plus Locums is identified within the ICO Register under registration number **ZA797539** as Quality Plus Locums Limited.

Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact:

Our Data compliance team on datacompliance@qualityplus.org.uk who will deal with your data query in accordance to our company complaints procedure.

You also have the right to raise concerns with Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

Our ICO registration number is: **ZA797539**

Review of this Notice

We keep this notice under review.