

Privacy Policy

This is the privacy policy of William Davies Care Limited. This company works within the regulations set by the General Data Protection Regulation and the Data Protection Act of 2018 to ensure that we practice confidentially and use data from both our candidates and clients in a safe and lawful manner.

William Davies Care is registered with the Information Commissioner's Office (ICO) with the registration number of ZA529646. Members of the Administration Team must comply with this privacy policy alongside the guidelines set by the ICO.

- Throughout the policy, William Davies care will be referred by its initials (WDC)
- In this policy, WDC's administration is referred to as "Members of WDC" and never refers to locum or international medical staff.
- When the word "clients" is mentioned, it refers to the NHS, the Private Healthcare Sector, Mental Health Units, and the Ministry of Defence.
- User refers to anyone who either visits our website or has been in communication with us, this includes, but not limited to Telephone, Email, Contact Form, Social Media etc.
- Any enquires or requests can be written to dataprotection@williamdaviescare.com.

William Davies Care – Registered Company Number: 12023351 – **Address:** 215 Shrewsbury Road, E7 8QH.

What data WDC collect from candidates:

- Personal details (e.g. birth, gender)
- Contact information (e.g. telephone/mobile number, contact address and next-of-kin contact details)
- Content of employer references
- Results from DBS Checks
- Financial documents (e.g. a bank account)
- Eligibility to work (e.g. details displayed on a Passport, NI number or for international candidates, a visa and an IELTS Certificate.)
- Any disabilities or health conditions if stated.
- Information displayed on a candidate's CV

How WDC uses Cookies

Cookies are small text files that are stored on a user's hard drive once they have consented to cookies being stored.

Cookies allow information gathered one page on WDC's website to be stored until it is needed for use on another, allowing a website to provide the user with a personalised experience and WDC

with statistics about how the user uses the website so that it can be improved. Some cookies may last for a defined period, such as one day or until the user close your browser. Others last indefinitely.

When the user first visits WDC's website, they are asked to give consent regarding the use of cookies. If they choose not to accept them, WDC shall not use them for their visit except to record that they have not consented to use of cookies for any other purpose.

If the user chooses not to use cookies or they prevent their use through their browser settings, the user will not be able to use all the functionality of WDC's website.

Cookies are used to track how users use WDC's website and to record whether they have seen specific messages displayed on it.

How WDC collects Personal identifiers from the user's browsing activity

Requests by the user's web browser to WDC's servers for web pages and other content on this website are recorded.

WDC records information such as a user's geographical location, Internet service provider and IP address. WDC also records information about the software they are using to browse this website, such as the type of computer or device and the screen resolution.

WDC uses this information in aggregate to assess the popularity of the webpages on this website and how WDC performs in providing content to its users.

If combined with other information WDC knows about a user from previous visits, the data possibly could be used to identify them personally, even if they are not signed in to this website.

How WDC uses remarketing

Re-marketing involves placing a cookie on the user's computer when they browse WDC's website to be able to serve to them an advert for WDC's services when they visit some other website.

WDC may use a third party to provide the user with re-marketing services from time to time. If so, then if they have consented to WDC's use of cookies, they may see advertisements for WDC's services on other websites.

How WDC's website uses Identifiable Data

Through certain actions when otherwise there is no contractual relationship between WDC or the user, such as when the user browses this website or asks a member of WDC to provide them with more information about WDC and its operations, including job opportunities and services, the user provides their consent to WDC to process information that may be personal.

Wherever possible, WDC aims to obtain the user's explicit consent to process this information, for example, by asking the user to agree to WDC's use of cookies.

An example of where a user of WDC's website gives their consent implicitly is when they send an email to a member of WDC with the user reasonably expecting a reply from them.

In exception in when a user has consented to use of their information to a specific purpose, WDC does not use any information that would identify any user personally. WDC may aggregate general

information to provide class information, for example to monitor the performance of a page on this website.

If a user, such as a candidate, has given explicit permission to use their identifiable data, WDC may pass their name, grade, qualifications and contact information to our clients, who generally use this information to monitor shift attendance and calculate payments.

For clients, WDC may give the name, position, and contact details of a person who works for an organisation (e.g. an NHS trust) to locum contract staff, since that person would serve as a point of contact.

WDC will continue to process user's information on this basis until the user withdraws consent, or it can be reasonably assumed that their consent no longer exists.

WDC may process information on the basis there is a legitimate interest, either to the user or to WDC, of doing so.

Where WDC process the user's information on this basis, WDC does after having given careful consideration to:

- Whether the same objective could be achieved through other means.
- Whether processing (or not processing) might cause the user harm.
- Whether the user would expect WDC to process their data, and whether the user would, in the round, consider it reasonable to do so.

For example, WDC may process user's data on this basis for:

- Record-keeping for the proper and necessary administration of WDC.
- Responding to unsolicited communication from a user to which a member of WDC would believe they would expect a response.
- Protecting and asserting the legal rights of any party.
- Insuring against or obtaining professional advice that is required to manage business risk.
- Protecting the user's interests where WDC must do so.

How WDC processes information because of a legal obligation.

The operations of WDC are subject to the law, this means WDC must process a user's information to comply with a statutory agreement. For example, WDC may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include a user's personal information and specific uses of information the user provides WDC.

If a user's information is no longer needed for day to day operations.

To summarise the agreement between WDC and ICO, if both WDC deems a user's identifiable information is no longer considered of use for WDC everyday operations, it may be retained for public interest archiving, historical information, referencing, or statistical purposes only. All unnecessary information about said person is immediately deleted.

WDC, in accordance to the guidelines set by the ICO, recognises the right of a user to request the erasure of their data.

How WDC handles information relating to payments or charges

Information relating to payment or charge arrangements is never taken by WDC or transferred to WDC through this website.

WDC store user's information at their request the first time they provide it to make repeat use of WDC's services more convenient.

WDC also stores data to help prevent fraud and restrict access to authorised staff only for the user's protection.

When the user contacts WDC, whether by telephone, through this website or by e-mail, the data given is collected to reply with the information they need.

WDC records the user's request and the reply from a member of WDC to increase the efficiency of our organisation.

WDC keep personally identifiable information associated with your message, such as their name and email address to track communications between WDC and the user to provide a high-quality service.

How WDC shares information with third-parties.

Under no circumstances is any personal information shared with third parties who are currently not WDC's clients. WDC occasionally receives data that is indirectly made up from a user's personal information from third parties whose services we use. No such information is personally identifiable to any user.

WDC users who are children

WDC does not provide services for children, nor is any content on this website marketed to children.

If the user is under 18, they may use this website only with consent from a parent or guardian

WDC collects data about all users of and visitors regardless of age and considers the likelihood that some of those users and visitors will be children.

Such child users and visitors will inevitably visit other parts of the site and will be subject to whatever on-site marketing they find, wherever they visit.

Contact WDC regarding this Privacy Policy

WDC has a specialised email for any enquires or requests regarding data protection. It is dataprotection@williamdaviescare.com Users can bring to attention to the email in matters regarding:

- Further information on how WDC handles data protection
- Erasure of Data
- A Subject Access Request (SAR)
- Complaints or feedback on this privacy policy

- Updating personal data

WDC is registered with the ICO, and user can to contact them on <https://ico.org.uk/concerns/> to lodge a complaint against WDC if their information has not been processed reasonably and lawfully.

Review of this Privacy Policy

WDC may update this privacy notice from time to time as necessary. The terms that apply all users are those posted here on this website on the day the user visits this website. WDC advises users to print a copy for their records.