

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us.

As part of the Council's "Support With Confidence" scheme, we need to make sure providers are safe to practice. We do this by making checks on each provider's background, their qualifications and experience, customer service and compliance with legal standards. Approved scheme members are vetted and need to have completed a minimum standard of training before they join.

Date of Issue: 1st May 2018

Update History:

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| 1 st May 2018 | First issue of a new Privacy Notice |
| 13 April 2022 | Minor amendment to contact details of the Data Protection Officer |
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Directorate: Public Protection Partnership
Service: Trading Standards & Adult Social Care
Team: Support with Confidence

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

- Name, address, email and telephone numbers
- Date of birth
- Company name & Registered Office
- Website address
- Number of staff
- Number and type of clients
- Type of service you provide
- DBS number and issue date
- Passport number and expiry date
- Driving licence number, expiry date & details of any convictions
- Motor Insurance
- Public Liability insurance number and expiry date
- If applicable - Employers Liability insurance & Professional Indemnity Insurance number and expiry date
- Audit checks – whether there are any concerns regarding the following
 - Insolvency
 - Trading Standards issues
 - Companies House
 - Credit check
 - Safeguarding
- Professional Documents (Terms and conditions, Complaints procedure & Invoice)
- Complaints
- References
- Training records i.e. date and training provider

What will we use your data for?

The data you provide is used to make a number of checks to ensure you meet the criteria to be approved as part of the Support With Confidence scheme.

- We need your name and address and contact details to confirm your identity and make sure we can keep in touch; we will use this information to promote your service on the Council's website.
 - We check that your company is registered at Companies House (if applicable) and that the registered office is correct to prevent fraud.
 - We check your website to ensure the information is consistent with any promotional literature you have and with what you have told us about your company.
 - The number of staff you employ determines your membership fee.
 - We use the information on the type of clients you have and the service you provide to build your website profile.
 - The DBS check is a condition of working with vulnerable people.
 - We need to see proof of your identity to ensure you can legally work in this country and we may need it to process your DBS check.
 - We need to see your driving license and motor insurance to ensure that you are legally entitled to drive for your business.
 - We need to see your Public Liability insurance, Employers Liability insurance & Professional Indemnity Insurance to make sure you are properly insured to practice.
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- We need to conduct audit checks to ensure that you are solvent and have no complaints against you that may prohibit you from practicing as a carer.
- We need to see your terms and conditions to ensure that you are providing a fair and legal service.
- We need to see your invoice to ensure that it is clear and your clients can understand your charging structure.
- We need to see complaints that might have been raised about you for safeguarding reasons.
- We ask for the name of two referees to check with them about your suitability and the quality of your service.
- We need to see proof of your training record to ensure that you are suitably qualified to dispense care.

Who will see your data?

Contact details will be shared with commissioners so that they can contact you with relevant opportunities.

Contact details, information about the service you provide and your biography will be published on the West Berkshire/Wokingham websites and available for the public to view.

Why do we do this?

The Council runs the Support With Confidence scheme in its capacity as a public authority, acting in the public interest. Providing your details to the Council in order for it to assess the service you offer helps the Council to ensure service users feel confident that the services they use are high quality.

Clearly, you don't have to provide data for the Council to use as part of the scheme, it's your choice.

If you decide not to provide this data, you cannot become a member of Support with Confidence.

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

To note, we will retain your data for the duration of your membership.

We will retain your data for one year after you leave the scheme in case you wish to return (this allows you to take time-off from the scheme, for instance in case of maternity leave).

We will retain your data indefinitely in the case of a safeguarding concern.

How is your data stored and processed?

Your confidential data will be protected using up-to-date technical and organisational security measures. Hard copies, where kept, will be stored in locked cabinets.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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