



2 Falcon Gate, Shire Park

Welwyn Garden City

Hertfordshire AL7 1TW

Tel: 01707682123

website: shadzcare.co.uk

Email: info@shadzcare.co.uk

Date:

Dear

Please find enclosed a copy of the **Application Form, Consent Authorisation Form, Health Declaration, Equal Opportunities Monitoring Form, Disclosure Form, Job Description, Values & Beliefs**, and **Fair Processing Notice**, in relation to a Support Worker's post with **Shadz Care**.

At times, we have vacancies to support people living in their chosen environments, either their own homes or family homes, both on a permanent basis and on a relief basis. At times we have vacancies for short hours to offer **Bespoke short breaks – Respite**. Please state, which you are applying for on your completed application form.

Your application will be held on file until a vacancy becomes available - your application will then be considered along with the others.

Yours sincerely,

Beverly Mukandi  
Registered Manager



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website: [shadzcare.co.uk](http://shadzcare.co.uk)  
Email: [info@shadzcare.co.uk](mailto:info@shadzcare.co.uk)

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## APPLICATION FORM

To be completed by the applicant and returned for processing

1. Application for the Post of \_\_\_\_\_

Part-Time or Full-Time; Please indicate \_\_\_\_\_

PERSONAL DETAILS	
Preferred TITLE	House NAME/No
First NAME:	Street
SURNAME:	Town
Date of Birth:	Post CODE
Other / Previous name/s known by	
MALE / FEMALE	
NATIONAL INSURANCE NUMBER:	
TEL [Mobile/work]	
TEL [home]	
Email address	
NEXT OF KIN	
NAME	
SURNAME	
RELATIONSHIP To You	
Main Contact NUMBER	



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RIGHT TO WORK Details		
Do You hold a BRITISH / EU Passport?	YES	NO
NATIONALITY:		
PASSPORT NO	EXPIRY DATE:	
I am eligible to work in the UK and do not require a work Permit:	YES	NO
I am already in possession of a work permit to work in the UK:	YES	NO
If other, please specify:		

DRIVING	
Do you have a full or provisional UK Driving Licence?	Full / Provisional *
Do you have a driving licence from elsewhere?	From where?
Does your licence allow you to drive cars with a manual or automatic gear box?	Manual / Automatic
Do you have your own transport?	Yes / No*
Is your UK driving Licence clean?	
* If licence is not clean, please give details:-	

## 2. Employment History



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Current/most recent employer\*

Name: .....

Address: .....

.....

Post code: ..... Tel no: .....

Type of business: .....

Post held.....

Employment dates: from ..... to .....

Responsibilities: .....

.....

Reason for wishing to leave.....

.....

Notice required: .....

**Previous Employment** (attach additional sheet if required):

Employer	Post	Salary/ Rates of pay	Inclusive Dates	Reason/s for Leaving



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**3. Education and Training (attach an additional sheet if required):**

Please give details of your education since age 11 and qualifications obtained.

Name School/College/University	of	Attended From	To	Exams Taken/Results



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Please give details of any training, which is relevant.

.....

.....

.....

.....

**4. Leisure Activities**

Please give brief details of leisure activities, hobbies, and special interests, which may be relevant. Indicate any positions of responsibility that are/were held

**5. Additional Information**

Is there anything else that you would like to say in support of your application (attach an additional sheet if required)

**6. References**

Please give details of **two referees**, the first of which should be your most recent employer.



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Name ..... Occupation: .....

Company Name: .....

Address: .....

..... Post code: .....

Telephone: .....

Relationship to applicant: .....

May we take up this reference now? Yes/No\*

Name: ..... Occupation: .....

Company Name: .....

Address: .....

..... Post code: .....

Telephone: .....

Relationship to applicant: .....

May we take up this reference now? Yes/No\*

**7. Recruitment Source**

Where did you learn of this vacancy?

.....

**8. Declaration**





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I confirm that the information contained in this application is true and complete. I accept that providing deliberately false information could result in my dismissal.

Signed: ..... Dated: .....

**Please also complete the attached Rehabilitation of Offenders Act and Equal Opportunities Monitoring forms.**

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When complete, please email this form to: [info@shadzcare.co.uk](mailto:info@shadzcare.co.uk) or post to

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Tel: 01707682123

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**Health Declaration**

I confirm that I consider myself to be well enough in my physical and mental health to cope with the demands of a Support Worker post with **Shadz Care**.

NAME:- (print) .....

Signed: ..... Dated: .....



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**Equal Opportunity Monitoring Form**

**Shadz Care** is an Equal Opportunity Employer. The organisation operates a policy that aims to ensure unfair discrimination does not take place. In order to help the organisation monitor the effectiveness of its recruitment policy, you are asked to provide the information requested below. This information is requested solely so that appointment procedures can be monitored. The ethnic groupings listed below are those agreed by the Commission for Racial Equality.

The details supplied are confidential and will only be seen by a designated senior officer within Our Organisation.

Please complete the form and seal it in the enclosed envelope before returning it with your application.

Post to which this form relates .....		Post Ref. No. ....	
Surname: ..... Forename/s.....			
Where did you see this post advertised?.....			
Date of Birth.....			
Gender (please tick)		Female <input type="checkbox"/>	Male <input type="checkbox"/>
Do you have a disability or medical condition?: (please tick) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Please describe your disability or medical condition.....			
To which of the following groups do you belong (please tick one only):			
Black – African	<input type="checkbox"/>	Black - Caribbean	<input type="checkbox"/>
Black – Other	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	White	<input type="checkbox"/>
Other (specify below)	<input type="checkbox"/>	.....	
Please state any languages, other than English, in which you are a fluent speaker:			
.....			
Date .....			
Thank you, your co-operation is greatly appreciated.			



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**REHABILITATION OF OFFENDERS ACT 1974**

As **Shadz Care** meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants will be subject to an Enhanced Disclosure check from the Criminal Records Bureau before the appointment is made permanent.

The Enhanced Disclosure check will include details of police cautions, reprimands or final warnings, as well as convictions. It will also contain any non-conviction information from local police records that is considered relevant and any relevant information held by the Department for Education and Employment and the Department of Health.

Applicants are therefore not entitled to withhold information about convictions, police cautions, reprimands or final warnings, which for other purposes are considered 'spent' under the provisions of the Act. You are also required to provide any further information that may be considered relevant to an Enhanced Disclosure check. In the event of employment, any failure to disclose such information will result in dismissal or disciplinary action by **Shadz Care**.

Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.

Do you have any convictions, police cautions, reprimands and final warnings as well as any other information relevant to an Enhanced Disclosure check? <b>YES / NO</b> <b>If yes please provide details:</b>
Have you ever had disciplinary action taken against you? <b>YES / NO</b> <b>If yes please provide details:</b>
Are you at present the subject of criminal charges or disciplinary action? <b>YES / NO</b> <b>If yes please provide details:</b>
Have you ever had disciplinary action taken against you? <b>YES / NO</b> If yes please provide details:
DBS
Have you ever had an Enhanced Disclosure and barring Service (DBS check)? <b>YES / NO</b>



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<b>BOTH CHILDREN AND ADULTS</b>	
Disclosure Number:	<b>Issue Date</b>
Is this certificate registered with the DBS Update Service	<b>YES NO</b>
Do you consent to SHADZ CARE requesting a DBS and any appropriate references on your behalf? <b>YES / NO</b>	

Please tick the box ✓ - If you have no information to declare

**DECLARATIONS**

<b>CONFIDENTIALITY</b>
I hereby declare that at no time will I divulge to any person, nor use for my own or any other person's benefit, any confidential information in relation to SHADZ CARE, or any of The People receiving Support from SHADZ CARE, or in relation to any of their employees, organisational affairs, transactions or finances which I may acquire during the term of my agreement and or engagement with SHADZ CARE
<b>DATA PROTECTION</b>
I agree that SHADZ CARE retains the right to hold this application and any other data required to process it and pass it on to any authorised third party that details held within, also to retain these details for as long as reasonably necessary in accordance with The General Data Protection Regulation 2018
<b>HEALTH AND SAFETY</b>
Each employee has a responsibility at the start of their duties to be familiar with SHADZ CARE' policies and procedures including, without limitations, those health and safety issues relating to The People We Support, for example Manual Handling, Fire, lone working.
<b>WORKING TIME REGULATIONS</b>
For the purpose of the Working Time Regulations 1998 [as amended], I consent to work in excess of an average of 48 hours per week, averaged over 17 weeks. I understand that I may withdraw this consent by giving SHADZ CARE not less than 3 months' notice at any time. In addition, I also consent to work in excess of the maximum number of hours permitted to work at night under the directive. Please note you are under no obligation to sign either declaration

<b>Application Form Declaration</b>
<p>I declare that by signing this form I am stating that I am legally entitled or allowed to work in the United Kingdom, with or without necessary permission from the Home Office or any other relevant authority. If I have secured permission to work, I have included copies of all my documentation. I also acknowledge that if it is found that I am working without relevant permission, my employment will be terminated with immediate effect and all details passed to the relevant authorities.</p> <p>In addition, I confirm that all information provided is true and accurate and that I received and agree to SHADZ CARE'S Terms of Engagement and organisation Staff Handbook.</p> <p>I can confirm that I have read and have fully understood all parts of this Application Form</p> <p>I declare that the particulars entered by me are a true and complete record.</p>



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<b>Applicant's Full NAME</b>	
<b>Your Signature</b>	
<b>Date</b>	

## **GDPR Data Protection Consent / Authorisation Form**

### **Employees**

To be returned and attached to the main application form

General Data Protection Regulation (**GDPR**) is a new EU regulation that came into force on 25<sup>th</sup> May 2018. It strengthens rules under the Data Protection Act (1998) by introducing new obligations for organisations, such as **Shadz Care** and rights for individuals (you).

As you know your employment contract outlines our **Data Protection policy**, and within your application you have already given us consent to process your personal data. However, under GDPR we request that you give us consent to continue to do so and to continue to store your data.

Enclosed is a **consent** form outlining what we use your data for. You are under no obligation to give us consent under these regulations but without consent we will not be in a position where we can continue to provide employment for you. If you do give consent now you can withdraw it at any time.

If we are holding your file (awaiting a suitable vacancy for you) but you are not actively working for Shadz Care at the moment, we still require that you complete the consent form as we still have your data on file. As ever, you do not have to give consent.

**I hereby give my consent to Shadz Care to process the following information:**

#### **Personal data**

- Your full Name (including any other names you may use or have used in the past)
- Your date of birth
- Contact details, including telephone number, email address and postal address (including retaining copies of proof of address, for example, a utility bill or Bank Statement)
- Experience, training and qualifications copies.
- Copy of Curriculum Vitae
- Copy of your Identity Documents, including Passport, Driving License, Civil / Marriage Certificates (if applicable) and your vehicle log book and vehicle insurance (for the purposes of proof of Business Insurance)
- Your payroll information (bank account number, sort code etc)
- Copy of National insurance number

#### **Sensitive personal data**

- Disability/health condition relevant to the role
- Criminal conviction (as outlined in your DBS)
- Employment references

**I consent to SHADZ CARE processing the above personal data for the following purposes:** The personal information / data provided will assist Shadz Care, for example, in the application of my:

- DBS
- References.

**I give Shadz Care consent:**

- To process my data on Shadz Care computerised database in order to provide me with work.
- To process my data using automated decision making processes, for example, if you have online DBS Update Service, to obtain my DSB certificate.
- To keep paper copies of my data in a locked and secure location (where applicable)
- To request employment references from past and present employers within their own GDPR





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protocol

- To process my personal data with third parties including Local Authorities (and any other clients) for the purposes of internal audits and investigations carried out on the Organisation to ensure that the Organisation is complying with all relevant legislations and obligations.

The consent I give to SHADZ CARE will be kept whenever it is deemed necessary (during the duration of my employment with Shadz Care and between 6 – 12 years after I have left employment).

I am aware that I have the right to withdraw my consent at any time by informing SHADZ CARE that I wish to do so.

Signed by candidate / Staff - Permanent / Temporary:

**FULL NAME**.....

**SIGNATURE**.....

**DATE**.....



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## **Job Description**

To be retained by the applicant

**Post:** **Support Worker – Shadz Care**

**Reports to:** **Team LEADER and Service MANAGER/S.**

### **Pay Rates**

The rates of pay for the post are; [Mon – Sun £10.00/hr] and Sleep-in allowance £60.50p/night. Waking night rate where applicable £12.50 p/hr

### **SERVICE AIMS & OBJECTIVES.**

SHADZ CARE aim to provide high quality care to people with support in order for them to achieve a good quality of life (GQOL) while they live independently and safely in their own homes, within their local communities.

SHADZ CARE aim to provide high quality support services that make a real difference in peoples' lives.

#### **A service;**

- That goes well beyond the provision of basics of 'care' such as personal care, instead provide a service that improves individual wellbeing and enhances good quality of life.
- That is constantly responsive to people's changing needs, where people are able to feel safe, grow, develop, achieve, and contribute to others.
- That builds relationships with The People We Support and the other people important in individual's lives.
- That integrates and connects people with their communities to ensure that The People We Support have opportunities of meeting new people, and potentially developing meaningful friendships/relationships, and hence achieving fulfilling and meaningful lives, enabling individuals to live more equal, ordinary and socially inclusive lives
- That supports staff to be brave and innovative in order to help The People We Support to take positive and calculated risks to engage in meaningful activities, in order to realise individual hopes, goals and aspirations.

The care and support provided by SHADZ CARE is tailored to individual assessed needs, and is designed to empower **The People We Support** to enable greater autonomy and independence.

Care and support is provided according to individual packages which vary from a few hours a week, up to 24-hours a day.

#### **The service will be delivered;**

- From the sound founding values of diversity and inclusion.
- In line with **Shadz Care'** philosophy, policy and procedures.
- In line with the principles of privacy, dignity and person centred.



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- In line with the principles of empowerment, partnership working, valuing and recognising service users as People First and as their own expert (by experience).

## **PURPOSE OF THE POST**

### **To enable the people being supported to:**

- Live a valued life as citizens in their communities by being proactive in enabling individuals supported to integrate into community activities
- Exercise their rights, including their right to independence and privacy, by offering choices
- Have their individual needs and preferences recognised and catered for
- Develop and maintain personal and social links and pursue their own interests by physically going out and about in the community as well as within the home
- Be treated with respect

## **KEY TASKS**

### **Support focus** - this applies to each and every person being supported

- To provide a range of support that may include personal care, promoting and enabling choice in the support provided.
- To work flexibly to meet the needs of the people being supported in ways that encourages and promotes their independence within their homes and their communities.
- To support people to live a full life that involves them in everyday things and ensures they participate fully. This will include attending college, shopping, going to work (voluntary/paid), horse riding, using the bank, ordering and picking their prescriptions from local chemists, using leisure amenities e.g. cinema, swimming, public transport, pubs.
- When required, staff to assist people being supported, to purchase their household furniture and decoration of their homes (to reflect individual's preferences, cultures and beliefs) as individuals choose.

### **These are examples only as the list is extensive.**

- To assist in planned and unplanned support, for example, attending health appointments such as GP or dental and also supporting people if they are in hospital.
- To promote equality of opportunity and fairness of outcome for the people receiving the support
- To keep accurate records of the support provided, for example, completing daily diaries or keeping receipts for any purchases.
- To promote effective communication with the main people in people's lives (including with team members), and to support people to contribute to relationships with family and friends. This might include supporting to organise and host Circle Meetings, supporting people in entertaining family and friends.
- Supporting people to be on holiday, according to their chosen places/destinations.
- To develop and maintain a personalized pictorial Care/Support Plan together with a year book/journal to reflect the achievements and experiences of each person's life.

## **Shadz Care' STANDARDS**

- To work with your colleagues and the person you support in a respectful way, acknowledging each other's skills and gifts, respecting each other's role, sharing knowledge, and dealing with differences in a safe, non-judgemental and non-threatening ways.



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- To work within **Shadz Care**' policies and procedures.
- To promote equality and opportunity and fairness of outcome for staff.
- To work as part of a team providing support.
- To manage risk appropriately within the service.
- To behave reliably and act openly and honestly in all aspects of the job.
- To take the lead on shifts and provide On-Call cover from time to time.

### **KEY SUCCESSFUL OUTCOMES**

#### **To ensure people receiving support:**

- Are fully involved in identifying their own needs and planning their own care and support, and that this happens in a person centred way.
- Make real choices in how they lead their lives,
- Live as independently as they choose to and are capable of.
- Have formal and informal support networks in their local community.
- Are valued and respected as individuals and receive support that is valuing, dignified and respectful.
- Are neither limited/restricted by fear of risks or exposed to unnecessary risk, instead are supported to take proportionate risks while balancing the benefits against the potential harms.

### **ACCOUNTABILITY AND REPORTING**

Support workers have a legal duty of care and are accountable for their conduct of work to the people they support and to SHADZ CARE Service MANAGERS. They have a direct reporting relationship with the Team Leader and will be supervised regularly. Support workers are accountable for working within both legislation and organizational policies.

While you are trusted within this role to ensure the well-being to the person you work for in a manner in which you provide support, it is also essential that the Support Worker recognizes his/her role in ensuring any knowledge or suspicion that he/she has regarding a threat to the person you work for's well-being be reported immediately for investigation to the Team Leader or if more appropriate, Service MANAGER/S. This would be in the event of any suspicion of any Team Member neglecting his/her role or more explicit acts of neglect or abuse including financial abuse. This would also include any concerns regarding other people in the person you work for's life.

Support Workers are expected to attend all booked training and Team Meetings and to complete assigned assessment papers within an agreed time scale.

Supervision and Team Meetings are an integral part of accountability, you are expected to attend and participate in both.

### **PERSONAL DEVELOPMENT**

- Support Workers must be willing to attend and participate in all arranged training. They must work towards Care Certificate and complete it within 6 months of coming into post.
- Support Workers must meet Induction Standards.

### PERSON SPECIFICATION

CRITERIA REQUIREMENT	ESSENTIAL	DESIRABLE
<b>Educational Qualifications</b>	LDQ/Care Certificate or willingness to gain qualification.	
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Demonstrable experience of working with people preferably in a caring or supportive role.</li> <li>• Willingness to learn and work with people</li> </ul>
<b>Knowledge, Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Good observational skills</li> <li>• Ability to promote the people we support's dignity and right to privacy, particularly in areas of personal care.</li> <li>• Ability to empower the people we support and encourage independence at all times.</li> <li>• Ability to promote equality in your practice for all individuals.</li> <li>• Ability to communicate effectively with; 1) The person being supported [taking into consideration their age, disability, and forms of communication (verbal / non-verbal), 2) other Team Members 3) Family members and 4) Other Health and Social Care Practitioners involved with the individual care/support.</li> <li>• Ability to keep written records.</li> <li>• Ability to work sensitively and maintain confidentiality of the people we support at all times.</li> <li>• Ability to contribute to and work as part of a team.</li> <li>• Ability to undertake lone working.</li> <li>• Ability to work openly and to discuss and reflect on your practice.</li> <li>• Ability / willingness to play with Children &amp; Young People</li> </ul>	
<b>Post specific requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to work evenings, weekends, public holidays and carry out sleep-ins on a regular basis within the guidelines on maximum safe working hours.</li> <li>• Willingness to assist The People We Support during their holiday/short break.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to meet the physical demands involved in providing care and support to The People We Support.</li> <li>• Satisfactory attendance record – DDA absences excluded.</li> <li>• Willingness to travel and work within the areas the people we support live.</li> <li>• To have a full UK driving licence.</li> </ul>	
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While this Job Description is comprehensive, it may not cover every aspect of the role.

Duties may change from time to time as agreed by **Shadz Care**.

## Our Values

To be retained by the applicant

Our values guide ALL of US at Shadz Care, as they shape the culture of the organisation, the way we behave and the way we work with The People We Support, stakeholders and the communities we serve in order to develop individuals and improve their quality of life. Together WE explore with each other what is it like to “be on the receiving end of me”, the impact that WE have on The People We Support and how this in turn becomes the visible culture of Shadz Care as an organisation.

**Safety First:** We will ensure the safety of our service users is paramount and put first.

**Honest and open:** We will always be honest and open with our service users’ and other key stakeholders

**Accountable:** We are answerable for our actions and the actions of our team.

**Diversity:** We embrace, celebrate and value diversity [recognising the richness that this brings to people’s lives]. We treat everyone with dignity and respect, and with non-judgemental attitude, regardless of differences

**Zero tolerance to abuse:** We will not tolerate abuse of our service users and we have processes and systems in place to ensure our service users are safeguarded.

## **GDPR: Fair Processing Notice**

### **EMPLOYEES:**

To be retained by the applicant

When SHADZ CARE processes your personal data we are required to comply with the Data Protection Act 2018 (“DPA”) and the General Data Protection Regulation 2016 (“GDPR”) (the DPA and GDPR are together referred to as the “Data Protection Legislation”).

Your personal data includes all the information we hold that identifies you or is about you, for example, your name, email address, postal address, date of birth, location data and in some cases opinions that we document about you, as well as special categories of data including, but not limited to, medical, health / Social records and information about your religious beliefs, ethnic origin and race, sexual orientation and political views [Update as necessary to reflect the personal data that is being processed about employees].

Everything we do with your personal data counts as processing it, including collecting, storing, amending, transferring and deleting it. We are therefore required to comply with the Data Protection Legislation to make sure that your information is properly protected and used appropriately.

This fair processing notice provides information about the personal data we process, why we process it and how we process it.

### **Our responsibilities**

SHADZ CARE is the data controller of the personal data you provide. We have appointed a Data Protection Officer and they will have day to day responsibility for ensuring that The Organisation complies with the Data Protection Legislation and for dealing with any requests we receive from individuals exercising their rights under the Data Protection Legislation.

### **Why do we process your personal data?**

We process your personal data for Human Resources, employment and administrative purposes. We need your personal data to make sure you have all you need to be able to work at SHADZ CARE, to make sure you are safe and secure at work and to make sure you receive all the benefits and rights to which you are entitled.

The Employment Rights Act (1996) requires us to obtain certain personal data from you, such as your name. Without it, we may be unable to offer you employment. We may need other personal data from you to be able to enter into a contract with you and provide you with all the information you need. Again, if we do not receive that personal data from you, we may be unable to offer you employment or fulfil our obligations to you as your employer.

We process most of your information on the grounds of our legitimate interests (i.e. our employment of you and fulfilling our obligations as your employer). We may also rely on the fact that we need to process your personal data to fulfil our contract with you or to comply with a legal obligation. If we process special categories of data about you we will usually do so on the basis that the processing is necessary as part of your employment with us.

If none of the grounds set out above applies, we will obtain separate consent from you to the processing of your personal data. You can withdraw your consent at any time. This won't affect the lawfulness of any processing we carried out prior to you withdrawing your consent.

### **Who will receive your personal data?**





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Tel: 01707682123

website: shadzcare.co.uk

Email: info@shadzcare.co.uk

We only transfer your personal data to the extent we need to. Recipients of your personal data include:

- [Previous Employers, when we apply for your references, Barring and Disclosure Company, when applying for your DBS, Payroll providers, insurers, HMRC, for Tax and National Insurance purposes Motability, for driving Insurance, hosted data centres, third parties that provide benefits/perks etc.]

We don't transfer your personal data outside of the EEA.

### **How long will we keep your personal data?**

We will retain your personal data for [during your employment with us and between 6 – 12 years, following termination of employment]. We retain your information for this period in case any issues arise or in case you have any queries. Your information will be kept securely at all times. Following the end of the agreed retention period, your files and personal data we hold about you will be permanently deleted or destroyed. If we are required to obtain your consent to process your personal data, any information we use for this purpose will be kept until you withdraw your consent, unless we are entitled to retain the personal data on the basis of other grounds set out in the Data Protection Legislation.

### **What are your rights?**

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised the rights which may be available to you below, depending on the grounds on which we process your data. More information is available from the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>). These rights apply for the period in which we process your data.

#### **1. Access to your data**

You have the right to ask us to confirm that we process your personal data, as well as having the right to request access to/copies of your personal data. You can also ask us to provide a range of information, although most of that information corresponds to the information set out in this fair processing notice.

We will provide the information free of charge unless your request is manifestly unfounded or excessive or repetitive, in which case we are entitled to charge a reasonable fee. We may also charge you if you request more than one copy of the same information.

We will provide the information you request as soon as possible and in any event within one month of receiving your request. If we need more information to comply with your request, we will let you know.

#### **2. Rectification of your data**

If you believe personal data we hold about you is inaccurate or incomplete, you can ask us to rectify that information. We will comply with your request within one month of receiving it unless we don't feel it is appropriate, in which case we will let you know why. We will also let you know if we need more time to comply with your request.

#### **3. Right to be forgotten**

In some circumstances, you have the right to ask us to delete personal data we hold about you. This right is available to you:

- Where we no longer need your personal data for the purpose for which we collected it
- Where we have collected your personal data on the grounds of consent and you withdraw that consent
- Where you object to the processing and we don't have any overriding legitimate interests to continue processing the data
- Where we have unlawfully processed your personal data (i.e. we have failed to comply with GDPR); and
- Where the personal data has to be deleted to comply with a legal obligation





2 Falcon Gate, Shire Park

Welwyn Garden City

Hertfordshire AL7 1TW

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website: shadzcare.co.uk

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There are certain scenarios in which we are entitled to refuse to comply with a request. If any of those apply, we will let you know.

#### **4. Right to restrict processing**

In some circumstances, you are entitled to ask us to suppress processing of your personal data. This means we will stop actively processing your personal data but we don't have to delete it. This right is available to you:

- If you believe the personal data we hold isn't accurate – we will cease processing it until we can verify its accuracy
- If you have objected to us processing the data – we will cease processing it until we have determined whether our legitimate interests override your objection
- If the processing is unlawful; or
- If we no longer need the data but you would like us to keep it because you need it to establish, exercise or defend a legal claim

#### **5. Data portability**

You have the right to ask us to provide your personal data in a structured, commonly used and machine-readable format so that you are able to transmit the personal data to another data controller. This right only applies to personal data you provide to us:

- Where processing is based on your consent or for performance of a contract (i.e. the right does not apply if we process your personal data on the grounds of legitimate interests); and
- Where we carry out the processing by automated means

We will respond to your request as soon as possible and in any event within one month from the date we receive it. If we need more time, we will let you know.

#### **6. Right to object**

You are entitled to object to us processing your personal data:

- If the processing is based on legitimate interests or performance of a task in the public interest or exercise of official authority
- For direct marketing purposes (including profiling); and/or
- For the purposes of scientific or historical research and statistics

In order to object, you must have grounds for doing so based on your particular situation. We will stop processing your data unless we can demonstrate that there are compelling legitimate grounds which override your interests, rights and freedoms or the processing is for the establishment, exercise or defense of legal claims.

#### **Automated decision making**

Automated decision making means making a decision solely by automated means without any human involvement. This would include, for example, an online credit reference check that makes a decision based on information you input without any human involvement. It would also include the use of an automated clocking-in system that automatically issues a warning if a person is late a certain number of times (without any input from HR, for example).

We don't routinely and compulsorily carry out automated decision making using your personal data. Nonetheless, there is one specific instance where Shadz Care may carry out automated decision making using your personal data, for example, if you have online DBS Update Service.

#### **Your right to complain about our processing**

If you think we have processed your personal data unlawfully or that we have not complied with GDPR, you can report your concerns to the supervisory authority in your jurisdiction. The supervisory authority in the UK is the Information Commissioner's Office ("ICO"). You can call the ICO on 0303 123 1113 or



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get in touch via other means, as set out on the ICO website - <https://ico.org.uk/concerns/>.

**Any questions?** If you have any questions or would like more information about the ways in which we process your data, please contact, SHADZ CARE' **Service MANAGER/S**.