



# Privacy policy

Skills for Care Ltd (with company number 03866683 and charity number 1079836) (“**SfC**” or “**Skills for Care**”) is committed to protecting your privacy and security.

This [policy](#) has been produced in respect of the [*I Care...Ambassadors*] (“**ICA**”) portal as a result of the ICA registration and new employer members and ambassadors who would like to become part of an ICA service. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information. We will comply with the General Data Protection Regulation ((EU) 2016/679) (“**GDPR**”) in respect of the personal data you pass to us unless and until the GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, including the Data Protection Act 2018 (“**DPA**”) and any successor legislation to the GDPR and the DPA.

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by Skills for Care.

Skills for Care is based at West Gate, 6 Grace Street, Leeds, LS1 2RP. For the purposes of data protection law, Skills for Care will be controller of personal data passed to us by you using the applications forms relating to the ICA as a part of the registration application.

## What this policy tells you:

1. What information we collect
2. How we use information
3. Disclosing and sharing data
4. How we protect data
5. Data storage
6. Your rights

# 1. What information we collect

This privacy policy relates to the ICA initiative.

The types of personal data that may be submitted by you in relation to the ICA programme include your forename, surname, age range, email, telephone number, job role and role type.

If you have submitted personal data as part of an event feedback questionnaire, the information may include your name, employing organisation and email address.

## ICA Online Register

Personal data is collected and uploaded to the ICA online register by your service coordinator. We rely on your ICA service coordinator ensuring that they have sought consent from you that meets the requirements of GDPR or alternatively ensuring that it is permitted to transfer your personal data to Skills for Care and/or upload it to ICA online register pursuant to another ground set out in GDPR.

We anticipate that, in most cases, your service coordinator will need to seek your consent to upload it ICA online register. You are entitled to withdraw your consent at any time either by notifying your service coordinator or by notifying us in which case we will delete your personal data from the ICA online portal. Please note that if you withdraw your consent you will no longer be able to act as an *I Care...Ambassador*.

## ICA Partnership services

Partnership services are a group of employers or care establishments, each employer or establishment will have a key contact called the 'employer member' the employer member will be able to view the personal details of any ambassadors they nominate to be part of ICA from their employer or care establishment when they logon to their homepage. We will not permit anybody other than your employer member to access your personal data.

Your personal data will be accessible by your service coordinator and us, and we provide login details to the service coordinator who has primary responsibility for ensuring your record is up to date and accurate. We will only access your personal data to the extent we need to provide helpdesk and support services.

# 2. How we use information

We only actively process your personal data where it is provided to us by you submitting an ICA registration form or a new employer member's registration form.

We process personal data about you so we can process your ICA registration form. We are also required to meet certain reporting requirements of the Department of Health and Social Care ("DHSC") and we carry out research and evaluation, for example to measure the impact of *I Care... Ambassadors*. If information about you is used to meet the requirements of the DHSC, or Skills for Care research and evaluation studies, it will always be anonymised before the reports are disclosed or made available to anybody internally or externally of Skills for Care.

Where you have provided your personal data as part of the ICA registration process, we may send you resources that relate to the ICA's programme of work.

### 3. Disclosing and sharing data

We will never sell your personal data. We will only share your personal data as described in this privacy policy.

We may share your information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006.

We may also share personal data with subcontractors or suppliers who provide us with services. For example, if we contract with an independent research agency to carry out an evaluation of *I Care... Ambassadors*, these activities will always be carried out under a legal signed contract in place with that subcontractor/supplier that sets out the respective roles and responsibilities with regard to data protection matters, including who individuals can contact if they want to complain or exercise any of their rights under the GDPR and participation in any research or evaluation would only be with your explicit consent.

We may also need to disclose your personal information where we:

- sell any or all of our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller;
- are under a legal duty to comply with any legal obligation or in order to enforce or apply our terms and conditions; or
- need to disclose it to protect our rights, property or safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction.

Your personal data may also be accessible by Microsoft Corporation, or a group company of Microsoft Corporation (in either case referred to in this policy as “**Microsoft**”), as a result of our use of a CRM system provided by Microsoft. In most cases, any access by Microsoft will be for the purpose of Microsoft providing helpdesk and support services. Your personal data will not be transferred outside of the EEA in this scenario.

Your personal data may also be accessible by ClickDimensions LLC. More information in respect of this transfer is set out below.

### 4. How we protect data

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to or use or disclosure of your personal information. Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

We ensure only a limited number of our staff have access to your data and we require all staff to keep their usernames and passwords confidential. All passwords must contain at least 6 characters including both lower case and capital letters and at least one number.

Any reports that are produced based on the information within ICA programme are produced only for statistical and monitoring/ evaluation purposes and are anonymised so that no personal data is contained within those reports.

Skills for Care take the protection of all data very seriously and have recently obtained the Cyber Essentials Plus accreditation. This ensures that the Skills for Care network and infrastructure are protected against malicious intent to access our data. Our firewalls have been penetration tested to ensure that they are robust and can withstand any threat. All Skills for Care portal applications sit behind a secure domain to further protect from cyber threats.

## 5. Data storage

### Where we store information

Skills for Care's operations are based in the UK and we store our data within the European Union.

We use a tool provided by ClickDimensions LLC, located in the US, to send bulk emails. ClickDimensions LLC is a registered member of the Privacy Shield scheme so when we pass your email address to them to send you emails, there are appropriate safeguards in place in respect of the transfer.

### How long we store information

If you leave your ICA service, you should request that your service coordinator deactivates your ICA account. Once an account is deactivated, the service coordinator and the employer member (if you have one) will no longer be able to view your personal details. We retain all ICA registrations (including any personal data about you included) for a period of 2 years from the date the account is made inactive. All personal data will be deleted at the end of the two-year period.

## 6. Your rights

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised your rights below, and more information is available from the [Information Commissioner's Office website](#). These rights apply for the period in which we process your data. Your rights are:

- access to your personal data ('subject access request')
- rectification of your personal data
- right of erasure
- right to restrict processing
- data portability
- right to object to us processing your personal data
- right to object to automated decision making (note that we do not carry out any automated decision making using your personal data)

If you have any concerns about the way your data is being used or any questions relating to this policy, please contact our information team on 0113 241 1275 or email [icare@skillsforcare.org.uk](mailto:icare@skillsforcare.org.uk).

Alternatively, please write to The Data Protection Officer, Skills for Care Ltd, West Gate, 6 Grace Street, Leeds LS1 2RP. If you think we have processed your personal data unlawfully or that we have not complied with GDPR, you can also 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 get in touch via other means, as set out on the [ICO website](#).