



# CREATIVE ADVANCES CUSTOMER PRIVACY NOTICE

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

Post - 17 Derby Road, PORTSMOUTH, PO2 8HW, GB

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information

We also collect or use the following information to **provide services and goods, including delivery**:

- Health information

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Health and safety information

We also collect or use the following information to **comply with legal requirements**:

- Health information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract
- Legal obligation
- Vital interests

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Vital interests

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Legal obligation

## Where we get personal information from

- People directly
- Health care providers
- Councils and other public sector organisations
- Previous employers

## How long we keep information

DATA	RETENTION PERIOD	SOURCE
<b>Applications Forms and Interview Notes for unsuccessful candidates</b>	6 months to 1 year  1 year recommended	<a href="http://www.cipd.co.uk/">http://www.cipd.co.uk/</a> - (subscription required)  Retention of HR Records Factsheet
<b>DBS Disclosures / DBS Certificate</b>	Certificates- no longer than necessary Guidance states 6 months after recruitment decision – see Guidance for exceptions relating to retention for audits.  However, evidence of DBS checks being carried out and print outs can be kept and can be retained in personnel files as below. DBS date, Name, Reference Number can be retained.	Revised Code of Practice for Disclosure and Barring Service Registered Persons November 2015 <a href="https://www.gov.uk/government/publications/dbscode-of-practice">https://www.gov.uk/government/publications/dbscode-of-practice</a>  Guidance on Handling of DBS certificate information <a href="https://www.gov.uk/government/publications/handling-of-dbs-certificate-information/handling-of-dbs-certificate-information">https://www.gov.uk/government/publications/handling-of-dbs-certificate-information/handling-of-dbs-certificate-information</a>  (Updated 04/07/18)

<b>Personnel/Staff Files including training records, disciplinary records and redundancy</b>	6 years after employment ceases or 75 <sup>th</sup> Birthday (whichever is soonest) if a summary has been made.	Information Governance Alliance (IGA) <a href="https://digital.nhs.uk/data-and-information/lookingafter-information/data-security-and-informationgovernance/codes-of-practice-for-handlinginformation-in-health-and-care/records-managementcode-of-practice-for-health-and-social-care-2016">https://digital.nhs.uk/data-and-information/lookingafter-information/data-security-and-informationgovernance/codes-of-practice-for-handlinginformation-in-health-and-care/records-managementcode-of-practice-for-health-and-social-care-2016</a>
<b>Social Care records for Adults / Health records</b>	8 years from the date of end of care or client last seen	Information Governance Alliance (IGA) <a href="https://digital.nhs.uk/data-and-information/lookingafter-information/data-security-and-informationgovernance/codes-of-practice-for-handling-informationin-health-and-care/records-management-code-ofpractice-for-health-and-social-care-2016">https://digital.nhs.uk/data-and-information/lookingafter-information/data-security-and-informationgovernance/codes-of-practice-for-handling-informationin-health-and-care/records-management-code-ofpractice-for-health-and-social-care-2016</a>  Records Management Code of Practice 2020 reviewed Oct 2020  <a href="https://www.nhsx.nhs.uk/informationgovernance/guidance/records-management-code/">https://www.nhsx.nhs.uk/informationgovernance/guidance/records-management-code/</a>

## Who we share information with

Others we share personal information with

- Health care providers
- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- Emergency services (where necessary)

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.



**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

### Last updated

25 July 2024