

Privacy Policy

Effective Date: October 2025

Reviewed By: Chief Executive Officer – Jessamy Staffing Solutions Limited

1. Introduction

At **Jessamy Staffing Solutions Limited** (“Jessamy”, “we”, “our”, “us”), protecting your personal information is a priority. We are committed to upholding the highest standards of data protection and transparency in line with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and all applicable laws.

This Privacy Policy explains how we collect, use, store, share, and protect your personal information when you:

- Apply to work with us as a candidate, employee, or contractor.
- Use our recruitment and staffing services as a client.
- Engage with our training and CPD-accredited programmes.
- Receive homecare or supported living services via our group entities.
- Visit our websites or contact our offices.

Our values of **Kindness. Love. Care.** extend to how we treat your data—with dignity, respect, and responsibility.

2. Who We Are

- **Jessamy Staffing Solutions Limited**
Registered in England & Wales.
Head Office: Hamill House, 112–116 Chorley New Road, Bolton BL1 4DH.
Contact: info@jessamystaffing.co.uk | Tel: 01204 777170.

We operate as a **staffing and recruitment agency**, a **training and CPD centre**, and through our group companies (e.g., **Jessamy Platinum Homecare** and **Jessamy Platinum Homes**) as a **regulated social care provider**.

3. What Personal Data We Collect

We collect and process only the data necessary for lawful business purposes. This may include:

For Job Applicants, Employees & Contractors

- Identity: Name, date of birth, gender, national insurance number, immigration status.

- Contact: Address, phone, email, emergency contact.
- Employment: CVs, qualifications, references, work history, interview notes.
- Compliance: DBS check results, right to work documents, training records, insurance details.
- Payroll: Bank details, tax code, timesheets, payment records.
- Health: Occupational health assessments, fitness to work, disability declarations (where lawful and necessary).

For Clients & Commissioners

- Contact details of authorised representatives.
- Business details, contracts, service requirements.
- Financial/payment details.

For Service Users (through homecare/supported living)

- Identity & contact information.
- Care and support plans, health and wellbeing information, risk assessments.
- Next of kin/emergency contacts.
- Records of care delivered (digital or paper).

For Website Visitors & Marketing Contacts

- IP addresses, cookies, browsing behaviour.
- Contact form submissions.
- Newsletter/marketing preferences.

4. How We Use Your Data

We process your data only where lawful under UK GDPR, using the following bases:

1. **Contractual necessity** – to deliver recruitment, staffing, or care services.
2. **Legal obligations** – e.g., safeguarding, right to work, HMRC reporting.
3. **Legitimate interests** – running our business effectively while protecting your rights.
4. **Consent** – for marketing communications, use of special category health data (where required).

Examples of Use

- Matching candidates to clients' vacancies.
- Providing regulated homecare and support services.
- Ensuring compliance with CQC, Ofsted, and safeguarding frameworks.
- Training delivery, CPD certification, and workforce development.
- Processing payroll and invoices.
- Maintaining health and safety records.
- Sending newsletters, updates, or invitations (where opted in).

5. Sharing Your Information

We will **never sell your data**. We only share information where necessary and lawful, including with:

- **Clients and commissioners** – to place candidates or deliver contracted care.
- **Regulators** – CQC, Ofsted, HMRC, DBS, UKVI (where required by law).
- **Professional partners** – training bodies, CPD Standards Office, insurance providers.
- **IT & systems providers** – secure payroll, HR, and care management platforms (e.g., OnCare, JessamyCareOne).
- **Safeguarding bodies** – local authorities, police, NHS (only when required to protect individuals at risk).

All third parties are bound by strict confidentiality and data processing agreements.

6. International Transfers

We do not routinely transfer your data outside the UK. If data is processed abroad (e.g., cloud storage providers), we ensure appropriate safeguards under UK GDPR, including adequacy decisions and standard contractual clauses.

7. Data Retention

We retain your data only as long as necessary:

- **Job applicants:** 12 months (unless employed).
- **Employees/contractors:** 6 years after contract ends (for HR/tax purposes).
- **Clients:** 6 years after contract ends.
- **Service users:** In line with statutory health and social care record retention (usually 8 years minimum).
- **Financial records:** 6 years (HMRC requirement).
- **Marketing contacts:** Until opt-out/unsubscribe.

8. Your Rights

Under UK GDPR, you have the right to:

- **Access** – request a copy of your data.
- **Rectify** – correct inaccurate information.
- **Erase** – request deletion (where lawful).
- **Restrict** – limit certain processing.
- **Object** – to marketing or legitimate interests processing.
- **Portability** – request transfer of data to another provider.

To exercise your rights, email dataprotection@jessamystaffing.co.uk.

9. Security

We employ strong safeguards:

- Encrypted digital systems (e.g., secure payroll, encrypted care management systems).
- Staff training in GDPR, confidentiality, and safeguarding.
- Role-based access controls.
- Secure storage/destruction of paper files.

We regularly review risks as part of our Governance & Compliance framework.

10. Cookies & Website Use

Our websites (www.jessamystaffing.co.uk, www.jessamyhomecare.co.uk) use cookies to enhance user experience, analytics, and security. You may manage cookie preferences via your browser settings.

11. Complaints

If you have concerns, please contact us first at **dataprotection@jessamystaffing.co.uk**. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**: www.ico.org.uk | Tel: 0303 123 1113.

12. Updates

This Privacy Policy will be reviewed annually and updated in line with law, regulatory guidance, and operational changes.

Statement from the Chief Executive Officer

“At Jessamy Staffing Solutions, privacy is more than compliance — it is part of our ethos of **Kindness. Love. Care.** We treat your information with the same dignity and respect as we treat the people we serve. Transparency, trust, and protection are the foundations of how we manage data.”

— **Pauline V. Muswere-Enagbonma, Chief Executive Officer**