# Privacy Policy

**J24 Resourcing Limited**

Last updated: May 2026 | Version 1.0

## 1. Introduction

J24 Resourcing Limited ("J24 Resourcing", "we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website at www.j24resourcing.co.uk, use our services, or engage with us in the course of our recruitment and healthcare activities.

We are registered in England and Wales (Company No. 9686065) and our registered office is in Derby. We are also registered with the Care Quality Commission (CQC Reg No: 1-8358785957).

Please read this policy carefully. If you do not agree with its terms, please discontinue use of our website and services. We may update this policy from time to time; the date of the most recent revision appears at the top of this document.

## 2. Who We Are and How to Contact Us

J24 Resourcing Limited is the data controller responsible for your personal data.

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact us:

- By telephone: 01332 986330
- By post: J24 Resourcing Limited, Derby, England
- Via our website contact form: www.j24resourcing.co.uk/contact

## 3. Personal Data We Collect

We may collect and process the following categories of personal data, depending on how you interact with us:

### 3.1 Data you provide to us directly

- Identity data: full name, date of birth, gender
- Contact data: postal address, email address, telephone number
- Professional data: CV, employment history, qualifications, professional registrations, references
- Financial data: bank account details (for payroll purposes, where applicable)

- Sensitive/special category data: health information, disability information, DBS (Disclosure and Barring Service) check results — collected only where strictly necessary and with your explicit consent or as required by law
- Communications: any correspondence you send us, including enquiry forms and feedback

### 3.2 Data collected automatically

- Technical data: IP address, browser type and version, time zone, browser plug-in types
- Usage data: pages visited, links clicked, referring pages, time spent on site
- Cookie data: as described in our Cookie section below

### 3.3 Data received from third parties

- Reference checks from previous employers
- DBS check results from the Disclosure and Barring Service
- Professional registration checks (e.g. NMC, HCPC, Social Work England)
- Referrals from local authorities, NHS bodies, or other healthcare organisations

## 4. How We Use Your Personal Data

We use personal data for the following purposes and rely on the lawful bases indicated:

### 4.1 Recruitment and staffing services

- To assess your suitability for temporary or permanent roles in Health and Social Care
- To match your skills and availability to suitable vacancies with NHS or private sector clients
- To conduct compliance checks including right-to-work verification, DBS checks, and professional registration verification
- To process payroll and manage contractor arrangements

Lawful basis: Performance of a contract; legal obligation; legitimate interests.

### 4.2 Care services

- To assess and plan appropriate care packages (live-in care, domiciliary care, supported living)
- To create and maintain person-centred care and support plans
- To communicate with service users, their families, and relevant healthcare professionals
- To meet our regulatory obligations under the CQC and Ofsted

Lawful basis: Performance of a contract; legal obligation; vital interests; explicit consent for special category data.

### 4.3 Website and marketing

- To operate and improve our website
- To respond to enquiries submitted through our contact form or by telephone
- To send job alerts or service updates where you have opted in to receive them

Lawful basis: Legitimate interests; consent (for marketing communications).

## 5. Special Category (Sensitive) Personal Data

Given the nature of our business — providing health and social care services and recruiting care workers — we may process special category personal data, including:

- Health and medical information (e.g. for service user care plans, or staff occupational health requirements)
- Criminal conviction and offence data (DBS check results for staff)
- Disability and accessibility needs

We process such data only where we have obtained your explicit consent, where processing is necessary for carrying out our obligations in the field of employment and social protection law, or where it is necessary to protect vital interests. We have appropriate internal policies and safeguards in place.

## 6. Sharing Your Personal Data

We do not sell your personal data. We may share it with:

- Client organisations (NHS trusts, local authorities, private care providers) for the purpose of filling roles or arranging care packages
- The Disclosure and Barring Service and other regulatory bodies (e.g. CQC, Ofsted, Social Work England, NMC, HCPC)
- IT and software providers who support our business operations, under appropriate data processing agreements
- Professional advisers such as solicitors, accountants, or insurers, where necessary
- Law enforcement or government bodies where we are legally required to do so

All third parties are required to respect the security of your data and to treat it in accordance with the law.

## 7. How Long We Keep Your Data

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to satisfy legal, regulatory, or reporting requirements. Indicative retention periods are:

- Candidate/employee records: 6 years from the end of the employment or engagement relationship
- Service user care records: 8 years (or longer where required by CQC or other regulation; children's records retained until the individual's 25th birthday or longer as required)
- DBS check records: deleted after 6 months unless specific retention is justified
- Website enquiry data: 2 years unless a relationship develops
- CCTV footage (where applicable at our premises): 31 days unless required for an investigation

After applicable retention periods, data is securely destroyed.

## 8. Your Data Protection Rights

Under UK GDPR and the Data Protection Act 2018, you have the following rights:

- Right of access: to receive a copy of the personal data we hold about you
- Right to rectification: to request correction of inaccurate or incomplete data
- Right to erasure ('right to be forgotten'): to request deletion of your data in certain circumstances
- Right to restriction: to ask us to restrict processing of your data in certain circumstances
- Right to data portability: to receive your data in a structured, machine-readable format
- Right to object: to object to processing based on legitimate interests or for direct marketing
- Rights related to automated decision-making: not to be subject to solely automated decisions that significantly affect you

To exercise any of these rights, please contact us using the details in Section 2. We will respond within one month. There is no charge for making a request unless it is manifestly unfounded or excessive.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113.

## 9. Cookies

Our website uses cookies and similar tracking technologies to improve your browsing experience and to analyse how our site is used. Cookies are small text files stored on your device.

**Types of cookies we use:**

- Strictly necessary cookies: required for the website to function; cannot be disabled
- Analytics cookies (e.g. Google Analytics via Google Tag Manager): help us understand how visitors interact with our website, in anonymised or aggregated form
- Preference cookies: remember your settings and choices

On your first visit, you will be presented with a cookie consent notice. You can withdraw consent or adjust your cookie preferences at any time via your browser settings. Disabling certain cookies may affect site functionality.

## 10. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data against accidental loss, unauthorised access, alteration, or disclosure. These include:

- Secure, password-protected IT systems with access controls
- Staff training on data protection obligations
- Physical security measures at our offices
- Confidentiality obligations imposed on staff and contractors

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the ICO within 72 hours and, where required, notify affected individuals without undue delay.

## 11. International Data Transfers

We do not routinely transfer personal data outside the United Kingdom. If such a transfer is ever required, we will ensure it is subject to appropriate safeguards in accordance with UK GDPR, such as standard contractual clauses approved by the ICO.

## 12. Children's Personal Data

Our website is not intended for use by children under the age of 13. However, given that we provide children's homes and supported accommodation for 16–17 year olds, we do process personal data relating to children and young people in our care. We do so strictly in accordance with the Children Act 1989, the Care Standards Act 2000, and associated regulations, and with the highest standards of safeguarding. Consent for data processing in relation to children in our care is obtained from the relevant responsible authority or parent/guardian as appropriate.

## 13. Third-Party Websites

Our website may contain links to third-party websites, including the CQC's website and Ofsted. These sites have their own privacy policies, which we encourage you to review. We are not responsible for the privacy practices or content of those websites.

## 14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we do, we will revise the 'Last updated' date at the top of the document. We encourage you to review this page periodically. Continued use of our website or services after any changes constitutes acceptance of the updated policy.

## 15. How to Make a Complaint

If you have a concern about how we handle your personal data, please contact us in the first instance using the details in Section 2. We take all complaints seriously and will investigate and respond promptly.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office:

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF