



Privacy Notice for Tarasis Enterprises.

We want you to know that when you use our organisation you can trust us with your information. We are determined to do nothing that would infringe your rights or undermine your trust. This Privacy Notice describes the information we collect about you, how it is used and shared, and your rights regarding it.

Data Controller

We are registered with the Information Commissioner's Office (ICO) and the Data Protection Commission (DPC) as a Data Controller for the personal data that we hold and process. Our registered address is Callan House, Hill Street Milford, Armagh BT60 3NZ and D2, block D, Santry Business Park, Dublin our registration numbers (if applicable) are individual to each company within our Enterprise as below.

Homecare Housing Ltd t/a Tarasis Housing -ZB487744

Homecare Support Services Ltd t/a Tarasis Support Services -ZB195188

Homecare and Health Services Ireland - t/a Tarasis Healthcare

Icare Incorporated Ltd (Charity)

Evolve Women Ltd (CIC) -ZB498075

Our Data Protection Officer/Lead (DPO/DPL) is Eleanor Garvey and in her absence Caroline Rafferty. Our Data Protection Officer/Lead can be contacted at dpo@tarasis.com.

Data Collection

All the information that we hold about you is provided to us by yourself or the commissioning body when you seek to use our services. We will tell you why we need the information and how we will use it.

Our Lawful Basis for processing your information.

The General Data Protection Regulation (GDPR) requires all organisations that process personal data to have a Lawful Basis for doing so. The Lawful Bases identified in the GDPR are:

- Consent of the data subject
- Performance of a contract with the data subject or to take steps to enter a contract.
- Compliance with a legal obligation
- To protect the vital interests of a data subject or another person

- Performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- The legitimate interests of us, or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

Examples of legitimate interests include:

- Where the data subject is a client or in the service of the controller.
- Transmission within a group of undertakings for internal administrative purposes.
- Processing necessary to ensure network and information security, including preventing unauthorised access.
- Processing for direct marketing purposes, or to prevent fraud; and
- Reporting possible criminal acts or threats to public security.

Our Lawful Basis are legitimate interests, performance of a contract, consent, legal obligation and public interest.

We use your information to:

- Provide Services
- Process or support payments for services:
- Maintain the safety, security and integrity of our services.
- Direct your enquiries to the appropriate customer support staff.
- Investigate and address your concerns.
- Communicate with you about products, services, promotions, studies, surveys, news, updates and events.
- Investigate or address legal proceedings relating to your use of our services, or as otherwise allowed by applicable law.
- Make statutory returns as required by commissioning or regulatory bodies.

Personal data we process.

We collect and process both personal data and special categories of personal data as defined in the GDPR. This includes:

Service User / Tenant data

- Name.
- Email.
- Phone number.
- Address.
- Date of birth.
- Location details.
- Device IP address.
- Other relevant data as required to provide our services.

- Next of kin details

Employee Data

- Name.
- Email.
- Phone number.
- Address.
- Payment or bank details.
- Date of birth.
- Family & next-of-kin detail
- Location data

Sensitive and special data including:

- Information about physical and mental health
- Racial or ethnic origin
- Political opinions
- Religious, philosophical or other beliefs
- Trade union membership
- Sex life or sexual orientation
- Genetic and biometric information of natural persons.

We may share your personal data with:

- Our business partners.
- Our subsidiaries.
- Our legal advisors in the event of a dispute or other legal matter.
- Law enforcement officials, government authorities, or other third parties to meet our legal obligations;]
- In connection with, or during negotiations of, any merger, sale of company [assets, consolidation or restructuring, financing, refinancing, or acquisition of some or all our business by another company.
- Any other party where we ask you and you consent to the sharing.

Transfers to third countries and international organisations

We do not transfer any personal data to third countries or international organisations outside of the UK.

In addition, we may we process personal data pertaining to EEA citizens. We are satisfied that such transferred data is fully protected and safeguarded as required by the UK GDPR and the EU-General Data Protection Regulation.

We retain your personal data while you remain a service user/tenant or employee, unless you ask us to delete it. Our Retention and Disposal Policy (copy available on request) details how long we hold data for and how we dispose of it when it no longer needs to be held. We will delete or anonymise your information at your request unless:

- There is an unresolved issue, such as claim or dispute.
- We are legally required to; or
- There are overriding legitimate business interests, including but not limited to fraud prevention and protecting customers' safety and security.

Your Rights

The GDPR gives you specific rights around your personal data. For example, you have to be informed about the information we hold and what we use it for, you can ask for a copy of the personal information we hold about you, you can ask us to correct any inaccuracies with the personal data we hold, you can ask us to stop sending you direct mail, or emails, or in some circumstances ask us to stop processing your details. Finally, if we do something irregular or improper with your personal data you can seek compensation for any distress you are caused or loss you have incurred. You can find out more information from the ICO's website <https://ico.org.uk/your-data-matters/> and this is the organisation that you can complain to if you are unhappy with how we deal with you.

Accessing and Correcting Your Information

You may request access to, correction of, or a copy of your information by contacting us at dpo@tarasis.com

Marketing Opt-Outs

You may opt out of receiving emails and other messages from our organisation by following the instructions in those messages.

Cookies

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements. We use cookies to:

- Validate users.
- Remember user preferences and settings.
- Determine frequency of accessing our content.
- Measure the effectiveness of advertising campaigns; and
- Analyse site visits and trends.

We will occasionally update our Privacy Notice. We will also publish the updated Notice on our website.

