

## **GDPR Compliance Statement**

The General Data Protection Regulation (GDPR) came into force in the UK (and across the EU) on 25 May 2018. Following Brexit, the UK has adopted its version, the UK GDPR, alongside the Data Protection Act 2018. These frameworks govern how OneCall24 Limited handles personal data, ensuring transparency, accountability, and security.

## **Our Commitment**

OneCall24 Limited is committed to full compliance with the UK GDPR and the Data Protection Act 2018. We uphold the following core principles:

- **Lawfulness, Fairness, and Transparency:** We process personal data lawfully, fairly, and in a transparent manner.
- **Purpose Limitation:** Data is collected for specified, explicit, and legitimate purposes.
- **Data Minimisation:** We only collect data that is adequate, relevant, and limited to what is necessary.
- **Accuracy:** We ensure personal data is accurate and kept up to date.
- **Storage Limitation:** Data is retained only as long as necessary for the purposes for which it was collected.
- **Integrity and Confidentiality:** We implement appropriate security measures to protect personal data.
- **Accountability:** We maintain records of processing activities and conduct regular audits to ensure compliance.

## **Key Practices**

### **Privacy by Design and Default**

We embed data protection into our systems and processes from the outset, ensuring that privacy is a default setting in all our services.

### **Legal Bases for Processing**

We rely on appropriate lawful bases for processing personal data, including:

- Consent (freely given, specific, informed, and unambiguous)
- Contractual necessity
- Legal obligations
- Legitimate interests (balanced against individual rights)

### **Consent Management**

Consent is obtained in a clear and accessible manner and can be withdrawn at any time. We do not use pre-ticked boxes or implied consent.

### **Data Protection Impact Assessments (DPIAs)**

We conduct DPIAs for high-risk processing activities, particularly when introducing new technologies or processing sensitive data.

## **Individual Rights**

We uphold all rights granted under the UK GDPR, including:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure (Right to be Forgotten)

- Right to restrict processing
- Right to data portability
- Right to object
- Rights related to automated decision-making and profiling

### **Automated Decision-Making**

OneCall24 Limited does not carry out solely automated decision-making or profiling that produces legal or similarly significant effects on individuals. Should this position change, affected individuals will be informed, and appropriate safeguards will be implemented in accordance with UK GDPR requirements.

### **International Data Transfers**

We only transfer personal data outside the UK where appropriate safeguards are in place, including:

- UK Adequacy Regulations
- The International Data Transfer Agreement (IDTA)
- The UK Addendum to the EU Standard Contractual Clauses
- Binding Corporate Rules (where applicable)

All international transfers are regularly reviewed to ensure continued compliance with UK data protection law and ICO guidance.

### **Children's Data**

OneCall24 Limited takes additional care when processing personal data relating to children. Where we provide information society services directly to a child, we obtain parental or guardian consent for children under the age of 13, in line with UK GDPR requirements. Where higher age thresholds apply due to safeguarding, regulatory, or service-specific requirements, these are clearly communicated at the point of data collection.

### **Data Breaches**

In the event of a data breach likely to result in a risk to individuals' rights and freedoms:

- Affected individuals will be notified without undue delay.
- The ICO will be informed within 72 hours of becoming aware of the breach.

### **Staff Training and Awareness**

All staff and contractors receive GDPR training during onboarding and through regular updates. Our policies are reviewed and updated in line with legislative changes.

### **Right to Erasure (Right to be Forgotten)**

OneCall24 recognises and upholds the right of individuals to request the erasure of their personal data when:

- The data is no longer necessary for the purpose it was collected.
- Consent is withdrawn and no other legal basis for processing exists.
- The individual objects to processing and there are no overriding legitimate grounds.
- The data has been unlawfully processed or must be erased to comply with a legal obligation.

We assess each request on a case-by-case basis, balancing individual rights against statutory and regulatory record-keeping obligations, including those arising under the Conduct of Employment Agencies and Employment Businesses Regulations 2003, where applicable. Where data cannot be

erased, we provide a clear, lawful explanation to the requester.

### **Subject Access Requests (SARs)**

Individuals have the right to access their personal data and understand how it is being used. OneCall24:

- Responds to SARs within one month of receipt.
- May extend the response period by up to two months for complex or multiple requests.
- Provides information free of charge unless the request is manifestly unfounded or excessive, in which case a reasonable administrative fee may apply.

We maintain a transparent and accessible process for submitting SARs and ensure all staff are trained to recognise and escalate such requests promptly.

### **Data Protection Officer**

Our appointed Data Protection Officer (DPO) is Susanna Caddeo, Head of Compliance. She oversees our data protection strategy and ensures ongoing compliance.

 **Contact:** [GDPR@onecall24.co.uk](mailto:GDPR@onecall24.co.uk)