



Got a question ? Please contact the office on 01372 231007 or e-mail admin@Care101.co.uk

Background

Care101 is a nursing agency providing registered nurses healthcare assistants to our clients on a temporary, “as needed” basis.

As a group, extensive use is made of technology and our websites <http://www.Care101.co.uk> and <https://secure.Care101.co.uk> to provide access to ...

- Company information, sales and advertising
- Staff information including bookings, rotas, availability and payroll
- Staff CV and time-critical information
- Client information including bookings and invoicing

Whilst some parts of the system are available to the public, others are based on the user ID entered when login is requested. Login types include public access (no logon), our office, our staff and our clients. Information is held securely in the protected database and accessed via the above websites. Data is backed up externally as needed to ensure data can be recovered in the event a system failure occurs.

Our web site along with other technology used is developed and supported by 3Ds (UK) Limited – <http://www.3Ds.co.uk>.

Changes & updates

From time to time, our systems and websites may be updated and changed. This may be to include new features or correct existing ones. In some cases, changes may be made without prior notice being given and will be made at our own discretion. Any changes that interrupt access to the system will, however, be scheduled to minimise disruption to end users (staff, clients, office etc.)

Support

- We aim to provide online access to supported individuals 24 hours a day. However, due to maintenance and updates, there may be times when either site, or part of a site is not available.
- As we are not directly responsible for connection to the internet or the systems driving it, other external factors may also prevent access from time to time.
- Where possible, maintenance and updates are carried out outside normal business hours. However, as healthcare itself is a 24-hour operation, we reserve the right to temporarily suspend all or part of the system in order to carry out updates, enhancements or to maintain the integrity and security of the service.
- If you have a problem with one of our systems, please contact us by email at admin@Care101.co.uk giving as much detail as possible. We will then endeavour to recreate and or resolve the issue as soon as reasonably possible.
- In an emergency, please call the Care101 office.

Security

- Data, including but not limited to shifts, clients and staff is kept securely.
- Care101 will make all commercially reasonable endeavours to ensure that personal data is stored securely and access to this data is given only to those who need it or should have access to it.
- Access to sensitive information online is provided through a secure and using SSL channel.