

Social Care Standards Authority ('SCSA')

Data Protection Policy

The General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act (Cap 586) regulate the processing of personal data whether held electronically or in manual form. The Social Care Standards Authority ('SCSA') is set to fully comply with the Data Protection Principles as set out in such data protection legislation.

Purposes for collecting data

The Social Care Standards Authority collects and processes information to carry out its obligations in accordance with present legislation. All data is collected and processed in accordance with Data Protection Legislation and the Social Care Standards Authority Act, Chapter 582 of the Laws of Malta.

Recipients of data

Personal Information is accessed by the employees who are assigned to carry out the functions of the Social Care Standards Authority. Disclosure can also be made to third parties but only as authorized by law.

Your rights

You are entitled to know, free of charge, what type of information the Social Care Standards Authority holds and processes about you and why, who has access to it, how it is held and kept up to date, for how long it is kept, and what the Unit is doing to comply with data protection legislation.

The GDPR establishes a formal procedure for dealing with data subject access requests. All data subjects have the right to access any personal information kept about them by the Social Care Standards Authority, either on computer or in manual files. Requests for access to personal information by data subjects are to be made in writing and sent to the Chief Executive Officer (CEO) of the Social Care Standards Authority. Your identification details such as ID number, name and surname have to be submitted with the request for access. In case we encounter identification difficulties, you may be required to present an identification document.

The Social Care Standards Authority aims to comply as quickly as possible with requests for access to personal information and will ensure that it is provided within a reasonable timeframe and in any case not later than one month from receipt of request, unless there is good reason for delay. When a request for access cannot be met within a reasonable time, the reason will be explained in writing to the data subject making the request. Should there be any data breaches, the data subject will be informed accordingly.

All data subjects have the right to request that their information is not used or is amended if it results to be incorrect. Data subjects may also request that their data is erased.

These rights may be restricted, if applicable, as per Data Protection Legislation.

In case you are not satisfied with the outcome of your access request, you may refer a complaint to the Information and Data Protection Commissioner, whose contact details are provided below.

Retention Policy

Your personal data is collected through the Social Care Standards Authority Act, Chapter 582 of the Laws of Malta.

The following schedule outlines the retention requirements for the various categories of documentation within the Social Care Standards Authority.

Category of Documents with respect to the Offices within the SCSA	Retention Period
Malta Central Authority	Lifetime
Licensing Office	5 years
Inspectorate Office	5 years
Administrative and Corporate Office	5 years
Finance Office	10 years
Regulations and Standards Office	5 years
Quality Assurance and Feedback Office	5 years

Data that needs to be destroyed after the noted timeframes will be disposed of in an efficient manner ensuring that such information is no longer available within the Social Care Standards Authority.

The Data Protection Officer may be contacted on dp.scsa@gov.mt or by telephone 25494343.

The Data Controller

The Chief Executive Officer of the Social Care Standards Authority may be contacted at:
Address: 469, Bugeia Institute, St Joseph High Road, St Venera, Malta
Telephone: 25494463

The Information and Data Protection Commissioner

The Information and Data Protection Commissioner may be contacted at:
Level 2, Airways House,
High Street,
Sliema SLM 1549
Telephone: 23287100
Email: idpc.info@idpc.org.mt