

# Privacy Notice for Employees, Workers, Directors and Consultants

*This statement should be read by all staff including bank staff*



# 1 Privacy notice for employees, workers, Directors and Consultants

We are committed to respecting your privacy. This notice explains how we may use personal information we collect before, during and after your working relationship with us. This notice explains how we comply with the law on data protection and what your rights are and for the purposes of data protection we will be the controller of any of your personal information.

This notice applies to our current and former employees, workers, directors and consultants. This notice does not form part of any contract of employment or other contract to provide services.

References to 'we', 'our', or 'us' in this privacy notice are to Voyage Care of Wall Island, Lichfield South, Birmingham Road, Lichfield, Staffordshire, WS14 0QP which is the controller of your personal data.

Our Data Protection Officer oversees our compliance with data protection legislation. Contact details are in the "Contacting us" section below

## 2 Personal Information

When you interact with us in relation to your work with us, you may provide us with, or we may obtain, personal information about you such as information regarding your:

- personal contact details such as name, title, addresses, telephone numbers, and personal email addresses and emergency contact details;
- date of birth;
- gender;
- marital status and dependants;
- referee details, next of kin, beneficiaries, details of family members and emergency contacts;
- national insurance number and other tax or governmental identifiers;
- bank accounts, payroll and tax status;
- salary, insurance, annual leave, pension, benefit entitlement and expenses;
- start date and leaving date;
- location of employment or workplace;
- attendance history;
- driving licence(s) (including copies where we are required to hold such information for identification or insurance purposes where you are to use our vehicles) and vehicle details;



- identification documents and information such as passport, utility bills, identity cards, signature etc;
- recruitment (including copies of right to work documentation, DBS referrals and checks, past employment history, references and other information included in a CV or cover letter or as part of the application process);
- employment records and notes (including job titles, work history, working hours, training records, professional memberships, maternity, parental and compassionate leave and details of any home-working assessment for health and safety purposes) and education and professional records/qualifications;
- performance including that generated through our appraisal systems;
- disciplinary and grievance information;
- movements though CCTV footage and other information obtained through electronic means such as vehicle tracking, swipe card and key fob records;
- use of our information and communications systems, including the computers and fixed and mobile phones that we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- images in video and/or photographic form and voice recordings;
- shareholding, option, SARS and dividend entitlement; and
- records of enquiries and other correspondence with you.

### **3 Where we collect your information**

We typically collect personal information about employees, workers, directors and consultants through the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background check agencies (such as the Disclosure Barring Service). We will also collect additional personal information in the course of job-related activities throughout the period of you working for us.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy policy with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the “Your rights in relation to personal information” below.



## 4 Uses made of your personal information

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

<i>Purpose</i>	<i>Personal information used</i>	<i>Lawful basis</i>
<b>Making a decision about your recruitment or appointment and managing the recruitment process and determining the terms on which you work for us</b>	<b>All the personal information we collect for the purposes of the recruitment process</b>	<b>We need this information to be able to perform and administer the recruitment process for you to engage you. This is necessary to enter into a contract with you</b>
<b>Checking you are legally entitled to work in the UK</b>	<b>Personal contact details and identification documents and right to work documentation</b>	<b>We have a legal obligation to do so.</b>
<b>Producing and maintaining business records, staff directories, intranets, websites, brochures and other internal and external business documentation and materials</b>	<b>Personal contact details, location of employment or workplace and employment records</b>	<b>We have a legitimate interest to maintain up to date business records and materials.</b>
<b>Paying you and, if you are an employee, deducting tax and National Insurance contributions</b>	<b>Personal identifiers and transaction and payment information</b>	<b>To be able to manage and perform our contract with you</b> <b>We have a legal obligation to do so</b>
<b>Providing benefits of employment or working, including flexible benefits and liaising with benefit providers</b>	<b>Personal identifiers, salary, annual leave, pension and benefits entitlement, transaction and payment information</b>	<b>To be able to manage and perform our contract with you</b> <b>We may have a legal obligation to do so</b>
<b>Administering the contract we have entered into with you</b>	<b>All your personal information excluding 'special categories' of personal information and criminal records information</b>	<b>To be able to manage and perform our contract with you</b>



<p><b>Conducting performance reviews, grievance or disciplinary hearings, managing performance and determining performance requirements and making decisions about compensation and benefits</b></p>	<p><b>Performance, disciplinary and grievance information, employment records, compensation history, salary, annual leave, pension and benefits</b></p>	<p><b>We have a legitimate interest to ensure that our workers are meeting their performance objectives and that the business is managing and controlling the performance process effectively</b></p> <p><b>To be able to manage and perform our contract with you</b></p>
<p><b>Business management and planning, including accounting and auditing, conducting our normal business operations and managing our relationship with you</b></p>	<p><b>All your personal information excluding ‘special categories’ of personal information and criminal records information</b></p>	<p><b>To be able to manage and perform our contract with you.</b></p> <p><b>We have a legitimate interest to run and manage our business</b></p>
<p><b>Assessing qualifications for a particular job or task, including decisions about promotions and ascertaining your fitness to work, education, training and development requirements</b></p>	<p><b>Personal identifiers, performance, disciplinary and grievance information, employment records, compensation history, salary, annual leave, pension and benefits and other personal information excluding ‘special categories’ of personal information and criminal records information</b></p>	<p><b>We may be legally obliged to do so</b></p> <p><b>To be able to manage and perform our contract with you</b></p> <p><b>We have a legitimate interest to run and manage our business and to ensure that our workers are suitably trained</b></p>
<p><b>Making decisions about your continued employment or engagement or termination of our working relationship</b></p>	<p><b>Personal identifiers, performance, disciplinary and grievance information, employment records, compensation history, salary, annual leave, pension and benefits</b></p>	<p><b>We have a legitimate interest to ensure that the workers we engage continue to be suitably qualified and/or appropriate for their role within the business</b></p>
<p><b>Managing sickness absence</b></p>	<p><b>Personal identifiers, attendance history and performance</b></p>	<p><b>To be able to manage and perform our contract with you</b></p> <p><b>We have a legitimate business interest to ensure that the workers we engage</b></p>



		continue to be suitably qualified and/or appropriate for their role within the business
Complying with health and safety obligations	Personal identifiers, CCTV footage and other information obtained through electronic means such as swipe card and key fob records, working environment information including any home-working assessment records	We have a legal obligation to comply with Health and Safety laws  We also have a legal obligation to report any accidents at work in accordance with health and safety laws
Dealing with legal disputes involving you, or other employees, workers, directors and consultants, including accidents at work	All your personal information excluding 'special categories' of personal information and criminal records information	To be able to manage and perform our contract with you  We have a legitimate interest to ensure that all legal claims are managed effectively
For the purposes of ensuring the security of our systems and our information, to ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution	Personal identifiers, CCTV footage and other information obtained through electronic means such as swipe card and key fob records  Use of our information and communications systems, including the computers and fixed and mobile phones that we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information	We have a legitimate interest in ensuring our systems are secure  To be able to manage and perform our contract with you
To facilitate the use of our IT systems and monitor your use of our information and communication systems to ensure compliance with our IT policies	Personal identifiers, CCTV footage and other information obtained through electronic means such as swipe card and key fob records  Use of our information and communications systems, including the computers and fixed and mobile phones that	We have a legitimate interest in ensuring that our workers use our computer systems and information correctly and efficiently and in compliance with our IT policies



	we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information	To be able to manage and perform our contract with you
To comply with our legal obligations, for example in relation to PAYE, National Insurance, Companies House filings	Personal identifiers, transaction and payment information, national insurance number and other tax or governmental identifiers bank account details, payroll and tax status, name, address, date of birth, other directorships	We have a legal obligation to do so
To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution	Personal identifiers, CCTV footage and other information obtained through electronic means such as swipe card and key fob records  Use of our information and communications systems, including the computers and fixed and mobile phones that we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information	We have a legitimate interest in ensuring our systems are secure
To conduct data analytics studies to review and better understand employee retention and attrition rates	Employment records	We have a legitimate interest to improve as an employer
For the purposes of equal opportunities monitoring	Name, title, date of birth; gender; marital status; salary, annual leave, pension and benefits; location of employment or workplace	We may have a legal obligation to do so and we have a legitimate interest in doing so to make sure our business is a fair place to work



<b>Storage of records relating to you and also records relating to our business</b>	<b>All non-‘special categories’ of personal information</b>	<b>To be able to manage and fulfil our contract with you, we may have a legal obligation to do so and we also have a legitimate interest to keep proper records</b>
<b>For the purpose of complying with any regulatory requirements</b>	<b>All the personal information about you excluding special category information and criminal records data</b>	<b>We may have a legal obligation to comply with regulatory requirements and we have a legitimate interest in complying with regulatory requirements</b>
<b>For the purposes of managing your shareholding in us, your rights to shares and dividend details</b>	<b>Shareholdings, options, SARS and dividend entitlement, name address, bank details, payment and transaction information</b>	<b>To be able to manage and perform our contract with you</b>
<b>We will use and retain information about criminal convictions to comply with law and in order to determine your eligibility to undertake particular types of work.</b>	<b>Information about your criminal convictions and offences</b>	<b>For criminal records information we process it on the basis of legal obligations or based on your explicit consent.</b>

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to engage you or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your engagement. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain benefits to you.



## 5 Disclosure of your personal information

We share personal information with the following parties:

- Companies in the same group of companies as us: for the purpose of providing a service to you.
- Any party approved by you.
- Other service providers to our business and advisors: for example, payroll, pension administration, benefits provision, professional advisors and administration, CCTV contractors and IT services. All our service providers and other entities in the group are required to take appropriate security measures to protect your personal information.
- Purchasers of our business: buyers or perspective buyers who we sell or negotiate to sell our business to.
- Prospective new employers: for the provision of references for you;
- The Government, local authority customers, CCG customers, CQC or our regulators: where we are required to do so by law or to assist with their investigations
- Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.

We do not disclose personal information to anyone else except as set out above. The personal information we collect is not transferred to and stored in countries outside of the UK and the European Economic Area.

## 6 How long we keep your personal information for

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement, we retain all physical and electronic records for a period of 6 years (if you are a current employee, this may be for 6 years after your employment ends).

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you move home or change your phone number or email address. Please complete a change or circumstances form or contact the HR department if you need to change your personal information.



## 7 Your rights in relation to personal information

You have the following rights concerning your personal data:

Right of access	You have the right to obtain confirmation from Voyage Care as to whether or not personal data concerning you are being processed, and, where that is the case, access to that personal data.
Right to rectification	You have the right to oblige Voyage Care to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.
Right to erasure (right to be forgotten)	You have the right (under certain circumstances, but not all) to oblige Voyage Care to erase personal data concerning you.
Right to restriction of processing	You have the right (under certain circumstances, but not all) to oblige Voyage Care to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.
Right to data portability	You have the right (under certain circumstances, but not all) to oblige Voyage Care to provide you with the personal data about you which you have provided to Voyage Care in a structured, commonly used and machine-readable format.  You also have the right to oblige Voyage Care to transmit those data to another controller.
Right to withdraw consent	If the lawful basis for processing is consent, you have the right to withdraw that consent.
Right to object to direct marketing	Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.
Rights in relation to automated decision making and profiling	Voyage Care does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.



## 8 Your right to lodge a complaint with a supervisory authority

If you wish to exercise any of your rights concerning your personal data, you should contact Voyage Care's Data Protection Officer at the address shown above. If you are not satisfied with the response you receive you have the right to lodge a complaint with the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

In the United Kingdom this is:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

(t) 0303 123 1113

(e) [casework@ico.org.uk](mailto:casework@ico.org.uk)

While this privacy policy sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us via [informationsecurity@voyagecare.com](mailto:informationsecurity@voyagecare.com)

If your complaint consists of a whistleblowing concern, please refer to Voyage Care's whistleblowing policy which contains details on how you may raise a whistleblowing concern. The policy can be located on Hive - Voyage Care's internal intranet.



## **9 Changes to this privacy notice**

We may update this privacy policy from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information