

## Worker (employee) Privacy Notice

### Introduction

The purpose of this worker privacy notice is to explain to you the reasons which we will hold and use your personal data and explain your rights under the current data protection laws.

As your employer we will collect and process personal data relating to you to manage our contract with you. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you.

This notice applies to all our employees, workers, apprenticeships and consultants, regardless of length of service, and may be amended at any time. If any amendments are required in the future, we will notify you as is appropriate.

### Data Controller: Queens Cross Housing Association

We are registered as a data controller with the information commissioner and our registered number is Z6236651.

### Data Protection Officer

The Association will ensure that it always has a nominated Data Protection Officer, to ensure that the Association is informed and advised of its compliance obligations under Data Protection laws. The Data Protection Officer will operate independently and report directly to the Chief Executive, when required. Contact details can be found on the Association's intranet.

In the first instance general queries and requests (i.e. subject access requests) should be emailed to [DataProtection@QCHA.org.uk](mailto:DataProtection@QCHA.org.uk).

The Data Protection Officer should be the first point of contact for raising concerns regarding:

- Queries regarding the Association's data protection responsibilities.
- Advice to Association staff regarding data protection compliance.
- Subject access requests.
- Liaison with the Information Commissioner's Office (ICO), including preparation and submission of the Association's annual data protection notification.

### Personal data

The Association controls and processes a range of information about you. In this privacy notice 'your personal information' means your personal data i.e. information about you from which you can be identified. Your 'personal information' does not include data where your identity has been removed (anonymous data). It is really important that your personal information that we hold and process is accurate and up to date. Please keep us informed if your personal information changes during your engagement with us. We operate a self-service module on the HR software. It is your responsibility to ensure that the information held on this is accurate and up to date.

#### Where does your personal information come from?

Personal data may be provided to us by you, but may also be provided to us by third parties or created during the employment relationship. The Association may collect this information in several ways which include:

- Recruitment processes including information obtained from agencies
- Your identification documents you have given us
- Background checks conditional for your engagement with us (PVG/Disclosure/DVLA checks relating to criminal convictions/offences)
- Former employers or other individuals whom you have given us permission to contact to provide us with a reference. This data will include; your work history with them, including your dates you were with them / the work tasks you did / your level of responsibility / job title / salary on leaving / reason for leaving their workplace and whether they would be happy to have you work for them again.
- Medical professionals provide us with appropriate health information in order that we can manage any health-related situations that may have an impact on your ability to work with us.
- Through input via the HR software (self-service & management updates)

## What Information do we collect?

This includes:

- Your name, address, and contact details including email address and telephone number, date of birth and gender
- The terms and conditions of your employment or engagement with us
- Details of your qualifications, skills, experience and work history, including start and end dates with previous employers and workplaces
- Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
- Details of your bank account and national insurance number
- Information about your marital status, next of kin, dependants and emergency contacts
- Information about your nationality and entitlement to work in the UK
- Information about any criminal convictions if relevant for your job.
- Details of your work pattern (days of work and working hours) and attendance at work
- Details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Assessments of your performance, including appraisals, performance reviews and ratings, performance improvement plans and related correspondence
- Information about medical or health conditions, including if you have a disability for which the organisation needs to make reasonable adjustments
- Equal opportunities monitoring information about your ethnic origin, sexual orientation and religion or belief

The data we hold on you will be stored electronically on the HR software, secure HR shared drive and in hard copy within your personnel file.

## **Processing Personal Data**

We will process data in accordance with the following legal grounds.

### Our Contract of Employment with you:

We need to process the data we hold on you in order that we comply with our obligations with you under the contract we have with each other. This includes;

- the need to process your data to provide you with an appropriate contract,
- to pay you in accordance with your employment contract,
- to administer your employment benefits.

### Legal Obligations:

We are required;

- to obtain check's regarding your right to work in the UK,
- to deduct tax, National Insurance, and administrate your pension,
- to comply with health and safety laws and
- to enable you to take periods of leave to which you are entitled.

We are also required to process special categories of personal data, such as information about health or medical conditions to carry out our employment law obligations, such as those in relation to any disability you may have or arises.

### Legitimate Interests:

We are also required to process your data in accordance with our legitimate interests which can occur, during and after our employment relationship which will allow us to:

- Run recruitment and promotion processes,
- Maintain accurate and up to date employment records, contact details, emergency contact details, and records of employee contractual statutory rights,
- Operate and keep a record of disciplinary and grievance processes,
- Plan for career development, succession planning and workforce planning,

- Operate and keep a record of absence management procedures, to allow workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled,
- Obtain occupational health advice, ensuring that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled,
- Operate and keep a record of other leave you may take including maternity, paternity, adoption, parental and shared parental leave, to allow effective workforce management, to ensure that the organisation complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled,
- Ensure effective general HR and business administration,
- Provide references on request for current or past employees,
- Respond to and defend against legal claims,
- To carry out any regulatory checks and/or statutory check/requirements in relation to your engagement with us,
- And in the event of a business sale/transfer.

## Processing Special Category Personal Data

Special categories of information means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

We may collect information from you relating to some of these matters but this data will be used in a anonymised way to allow us to monitor the effectiveness of our policies, procedures and commitments (i.e. equality & diversity, LGBTI commitment, Stonewall, and, Disability Confident commitment).

Where any special category data is collected and not anonymised, the Association will explain the reason for this and when the data is collected from you.

We process data in relation to criminal convictions at the recruitment stage for all employees. We then regularly process data personal data relating to criminal convictions to ensure that we meet our requirements as a supported housing (outlined by the SSSC for certain job roles).

## Employee Monitoring

We will carry out the following monitoring exercises:

### CCTV

The Association uses CCTV system to monitor and collect visual images for the purpose of crime prevention, security and safety of employees (and members of the public). Our CCTV is placed throughout our properties and geographical areas. We have additional CCTV within our offices at Firhill Road and Westercommon, for staff safety and security reasons. Monitoring is 24/7 and is undertaken by the Estate Services staff. The data is held for 30 days and then destroyed. Data may be shared with Police Scotland, upon request for the above purposes.

### Call recording

The Association uses call recording software for all calls to our 0808 number or 945 3003 number, which is used to support our staff through learning and development, and taking appropriate action against abusive callers. Monitoring will be carried out by the Customer Service Supervisor. Data may be shared with relevant managers when investigating complaints. Data will be held up to 12 months.

### ICT Systems

The Association respects the privacy and right to freedom of expression of individuals who use the IT Facilities, and those whom they correspond with or about. However, there are circumstances where there is a legal requirement or demonstrable business need to review, monitor or intercept individuals' electronic information or online activity. The Association will not undertake monitoring of the use of IT Facilities by a specific individual (Targeted Monitoring) or provide access to information in a User Account on its IT Facilities (Information Access) except for specific purposes as identified in the Association's Monitoring and Interception Policy.

Staff, students and any other users should be aware that use of IT Facilities, including internet and email use, may be logged and monitored, and that the Association may access electronic information, whether stored or in transit. This is in order to comply with the law and applicable regulations and to ensure appropriate use of the Association IT systems. Any such activity will comply with applicable UK legislation.

## Access to Data and Security

In order to process your data in accordance with the grounds stated above the following will have access to your data:

Internally:

- Line manager & managers in the business area you work
- ICT staff
- HR staff
- Finance & payroll staff
- Business Strategy staff (for benchmarking exercises including Housemark)

Third parties:

- For the purposes of pre-employment checks; past employers, disclosure and PVG
- For the purposes of processing data on behalf of us: seeking advice in relation to your contract of engagement and other associated policies and procedures; pension administration, IT provider
- Any other third parties as necessary to comply with your contract of engagement and our legal and statutory obligations with third party organisations.
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## Your Rights

As a data subject, you have a number of rights, as follows:

- To be informed of the personal data we hold on you
- Access and obtain a copy of all your personal data on request
- Require the Association to change incorrect or incomplete personal data
- Require the Association to delete or stop processing your personal data e.g. where the data is no longer necessary for the purposes; and object to the processing of your data where the Association does not require to process it
- To personal data portability
- To object to the personal data we hold on you
- To be informed of automated decisions made in relation to you

If you would like to exercise any of the above rights, please contact a member of the HR team.

## Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including to satisfy any legal, accounting or reporting requirements.

We will retain all of your personal information during your engagement and for 6 years after termination to allow us to establish, exercise or defend legal claims.

## If you do not wish to provide your personal data

You have obligations under your employment contract to provide the organisation with the necessary data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the organisation with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights

Certain information, such as contact details, your right to work in the UK and the payment details, have to be provided to enable the organisation to enter into a contract of employment with you. If you do not provide other information, this will hinder the Association's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.