



United Welsh Housing Association Ltd

Privacy Notice – People Engagement Team

Your privacy is important to us. Some of our processing activities require different privacy notices to cover the specific activities. Please read the information below and, if you'd like more information please contact us.

United Welsh Housing Association Ltd
Y Borth
13 Beddau Way
Caerphilly
CF83 2AX
Tel: 02920 858 100
Email: tellmemore@unitedwelsh.com

Our Data Protection Officer is Nia Roblin, Company Secretary and you can contact her on the details above.

The Company is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

What types of personal information do we collect about you?

Personal information is any information about an individual from which that person can be directly or indirectly identified. It doesn't include anonymised data, i.e. where all identifying particulars have been removed. There are also "special categories" of personal information, and personal information on criminal convictions and offences, which requires a higher level of protection because it is of a more sensitive nature. The special categories of personal information comprise information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic data and we will only use your personal information when the law allows us to. These are known as the legal bases for processing. We will use your personal information in one or more of the following circumstances:

- Where we need to do so to perform the employment contract, relief worker agreement, consultancy agreement or contract for services we have entered into with you¹
- Where we need to comply with a legal obligation²
- Where it is necessary for our legitimate interests (or those of a third party), and your interests or your fundamental rights and freedoms do not override our interests³

We collect, use and process a range of personal information about you. This includes (as applicable):

- Your contact details, including your name, address, telephone number and personal e-mail address^{1,2}
- Your emergency contact details/next of kin³
- Your date of birth²
- Your gender^{2,3}
- Your marital status and dependants^{2,3}

- The start and end dates of your employment or engagement¹
- Recruitment records, including personal information included in a CV, any application form, cover letter, interview notes, references, copies of proof of right to work in the UK documentation, copies of qualification certificates, copy of driving licence, declaration of interest, whether or not you a United Welsh tenant and other background check documentation^{1,2,3}
- The terms and conditions of your employment or engagement (including your job title and working hours), as set out in a job offer letter, employment contract, written statement of employment particulars, casual worker agreement, consultancy agreement, pay review and bonus letters, statements of changes to employment or engagement terms and related correspondence^{1,2}
- Details of your skills, qualifications, experience and work history, both with previous employers and with the Company^{1,2,3}
- Your professional memberships³
- Your salary, entitlement to benefits and pension information¹
- Your National Insurance number^{1,2}
- Your bank account details, payroll records, tax code and tax status information^{1,2}
- Any disciplinary, grievance and capability records, including investigation reports, collated evidence, minutes of hearings and appeal hearings, warning letters, performance improvement plans and related correspondence^{1,2,3}
- Training records³
- Annual leave and other leave records, including details of the types of and reasons for leave being taken and related correspondence^{1,2}
- Any termination of employment or engagement documentation, including resignation letters, dismissal letters, redundancy letters, minutes of meetings, settlement agreements and related correspondence^{1,2}
- Information obtained through electronic means, such as entry access swipecard^{2,3}
- Information about your use of our IT systems, including usage of telephones, e-mail and the Internet^{1,3}
- Information about your use of company credit cards, fuel cards and your role as a company signatory for authorising company spend^{1,2,3}
- Photographs/screenshots³
- Inclusion in case studies which may include video footage³
- Employee benefit options (e.g. Pension or Cycle to Work Scheme)³
- Your dietary requirements when attending conferences, away-days or training courses³
- Ensure compliance to our expenses policy by declaration that if you are claiming business mileage that you have appropriate business insurance^{1,2}

We may also collect, use and process the following special categories of your personal information (as applicable):

- information about your health, including any medical condition, whether you have a disability in respect of which the Company needs to make reasonable adjustments, sickness absence records (including details of the reasons for sickness absence being taken), medical reports and related correspondence^{2,3}
- information about your racial or ethnic origin, religious or philosophical beliefs and sexual orientation^{2,3}
- information about criminal convictions and offences^{1,2,3}

How do we collect your personal information?

We collect personal information about employees, workers and contractors in a variety of ways. It is collected during the recruitment process, either directly from you or sometimes from a third party such as an employment agency. We may also collect personal information from other external third parties, such as references from former employers, information from background check providers, information from credit reference agencies and criminal record checks from the Disclosure and Barring Service (DBS).

We will also collect additional personal information throughout the period of your working relationship with us. This may be collected in the course of your work-related activities. Whilst some of the personal information you provide to us is mandatory and/or is a statutory or contractual requirement, some of it you may be asked to provide to us on a voluntary basis. We will inform you whether you are required to provide certain personal information to us or if you have a choice in this.

Your personal information may be stored in different places, including in your personnel file, in the Company's HR management system and in other IT systems, such as the e-mail system.

Why and how we use your personal information?

We may also occasionally use your personal information where we need to protect your vital interests (or someone else's vital interests).

We need all the types of personal information listed under "*What types of personal information do we collect about you?*" primarily to enable us to perform our contract with you¹ and to enable us to comply with our legal obligations². In some cases, we may also use your personal information where it is necessary to pursue our legitimate interests (or those of a third party), provided that your interests or your fundamental rights and freedoms do not override our interests³. Our legitimate interests include: performing or exercising our obligations or rights under the direct relationship that exists between the Company and you as its employee, worker or contractor; pursuing our business by employing (and rewarding) employees, workers and contractors; performing effective internal administration and ensuring the smooth running of the business; ensuring the security and effective operation of our systems and network; protecting our confidential information; and conducting due diligence on employees, workers and contractors. We believe that you have a reasonable expectation, as our employee, worker or contractor, that we will process your personal information. We have indicated, by using ^{1,2,3} next to each type of personal information listed above, what lawful basis we are relying on to process that particular type of personal information.

The purposes for which we are processing, or will process, your personal information are to:

- enable us to maintain accurate and up-to-date employee, worker and contractor records and contact details (including details of whom to contact in the event of an emergency)^{1,3}
- run recruitment processes and assess your suitability for employment, engagement or promotion^{1,3}
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK^{1,2,3}

- comply with the duty to make reasonable adjustments for disabled employees and workers and with other disability discrimination obligations^{2,3}
- maintain an accurate record of your employment or engagement terms¹
- administer the contract we have entered into with you^{1,2}
- make decisions about pay reviews and bonuses¹
- ensure compliance with your statutory and contractual rights^{1,2,3}
- ensure you are paid correctly and receive the correct benefits and pension entitlements, including liaising with any external benefits or pension providers (Social Housing Pension Scheme) or insurers^{1,2,3}
- ensure compliance with auto-enrolment pension legislation^{2,3}
- ensure compliance with income tax requirements, e.g. deducting income tax and National Insurance contributions where applicable^{2,3}
- operate and maintain a record of disciplinary, grievance and capability procedures and action taken^{1,2}
- record and assess your education, training and development activities and needs^{1,3}
- plan for career development and succession³
- manage, plan and organise work³
- enable effective workforce management³
- operate and maintain a record of annual leave procedures^{1,2}
- operate and maintain a record of sickness absence procedures^{1,2,3}
- ascertain your fitness to work^{1,2,3}
- operate and maintain a record of maternity leave, paternity leave, adoption leave, shared parental leave, parental leave and any other type of paid or unpaid leave or time off work^{1,2}
- ensure payment of SSP or contractual sick pay^{1,2}
- ensure payment of other statutory or contractual pay entitlements, e.g. SMP, SPP, SAP and ShPP^{1,2}
- meet our obligations under health and safety laws^{2,3}
- make decisions about continued employment or engagement^{1,2}
- operate and maintain a record of dismissal procedures^{1,2}
- provide references on request for current or former employees, workers or contractors³
- prevent fraud^{2,3}
- monitor your use of our IT systems to ensure compliance with our IT-related policies (Egress)²
- ensure network and information security and prevent unauthorised access and modifications to systems²
- ensure effective HR, personnel management and business administration, including accounting and auditing²
- ensure adherence to Company rules, policies and procedures^{1,2}
- monitor equal opportunities^{2,3}
- enable us to establish, exercise or defend possible legal claims (Eversheds Solicitors, ACAS)^{2,3}
- ensure compliance to Health & Safety legislation including lone-working and the use of Skyguard (the device we use for personal protection and to manage risk)^{2,3}

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

What if you fail to provide personal information?

If you fail to provide certain personal information when requested or required, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations. You may also be unable to exercise your statutory or contractual rights.

Why and how do we use your sensitive personal information?

We will only collect and use your sensitive personal information, which includes special categories of personal information and information about criminal convictions and offences, when the law additionally allows us to.

Some special categories of personal information, i.e. information about your health or medical conditions and trade union membership, and information about criminal convictions and offences, is also processed so that we can perform or exercise our obligations or rights under employment law or social security law and in line with our data protection policy.

We may also process these special categories of personal information, and information about any criminal convictions and offences, where we have your explicit written consent. In this case, we will first provide you with full details of the personal information we would like and the reason we need it, so that you can properly consider whether you wish to consent or not. It is entirely your choice whether to consent. Your consent can be withdrawn at any time.

The purposes for which we are processing, or will process, these special categories of your personal information, and information about any criminal convictions and offences, are to:

- assess your suitability for employment, engagement or promotion^{1,2,3}
- comply with statutory and/or regulatory requirements and obligations, e.g. carrying out criminal record checks²
- comply with the duty to make reasonable adjustments for disabled employees and workers and with other disability discrimination obligations^{2,3}
- administer the contract we have entered into with you^{1,2}
- ensure compliance with your statutory and contractual rights^{1,2,3}
- operate and maintain a record of sickness absence procedures¹
- ascertain your fitness to work¹
- manage, plan and organise work³
- enable effective workforce management³
- ensure payment of SSP or contractual sick pay^{1,2}
- meet our obligations under health and safety laws^{2,3}
- make decisions about continued employment or engagement^{1,2}
- operate and maintain a record of dismissal procedures^{1,2}
- ensure effective HR, personnel management and business administration^{1,2}
- ensure adherence to Company rules, policies and procedures^{1,2}
- monitor equal opportunities^{2,3}

Where we process other special categories of personal information, i.e. information about your racial or ethnic origin, religious or philosophical beliefs and sexual orientation, this is done only for the purpose of equal opportunities monitoring and in line with our data protection policy. Personal information that the Company uses for these purposes is either anonymised



or is collected with your explicit written consent, which can be withdrawn at any time. It is entirely your choice whether to provide such personal information.

We may also occasionally use your special categories of personal information, and information about any criminal convictions and offences, where it is needed for the establishment, exercise or defence of legal claims.

Who has access to your personal information?

Your personal information may be shared internally within the Company, including with members of the HR department, payroll staff, your line manager, other managers in the department in which you work and IT staff if access to your personal information is necessary for the performance of their roles.

We may also share your personal information with third-party service providers (and their designated agents), including:

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- payroll providers
- benefits providers and benefits administration, including insurers
- pension scheme provider and pension administration
- occupational health providers
- external IT services
- external auditors
- professional advisers, such as lawyers, actuaries and accountants
- HMRC

We may also share your personal information with other third parties in the context of a potential sale or restructuring of some or all of its business. In those circumstances, your personal information will be subject to confidentiality undertakings.

We may also need to share your personal information with a regulator or to otherwise comply with the law.

We may share your personal information with third parties where it is necessary to administer the contract we have entered into with you, where we need to comply with a legal obligation, or where it is necessary for our legitimate interests (or those of a third party).

Cookies

We have placed cookies on your computer to help make our website better.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit: www.aboutcookies.org. To opt out of being tracked by Google Analytics across all websites visit: tools.google.com/dlpage/gaoptout

Third Party Cookies

Our website uses features of other websites that may leave a cookie. These are third-party cookies and we are unable to block or prevent them without removing the feature from our site. For information about those cookies you would need to check the originator's website for their cookie policy.

CCTV

We operate a number of closed circuit television (CCTV) cameras in order to ensure the security of tenants, other residents of estates we manage, employees, agents, contractors, or any person lawfully engaged in the locality. These are only used in our offices and communal spaces within estates, not within individual tenant homes.

CCTV systems will be subject to internal regular review and may be used to support and assist any internal investigation.

Where appropriate the Police will be asked to investigate any matter recorded by the CCTV system which is deemed to be of a criminal nature.

Telephone Call Recording

We record all incoming and outgoing telephone calls on land lines but not on work mobiles. The recorded calls are retained for a period of 30 days. The recordings may be used for training and monitoring purposes and/or as part of any investigation/grievance process.

How long do we keep your information?

We will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements.

We will generally hold your personal information for the duration of your employment or engagement. The exceptions are:

- any personal information supplied as part of the recruitment process will not be retained if it has no bearing on the ongoing working relationship
- personal information about criminal convictions and offences collected in the course of the recruitment process will be deleted once it has been verified through a DBS criminal record check, unless, in exceptional circumstances, the information has been assessed by the Company as relevant to the ongoing working relationship
- it will only be recorded whether a DBS criminal record check has yielded a satisfactory or unsatisfactory result, unless, in exceptional circumstances, the information in the criminal record check has been assessed by the Company as relevant to the ongoing working relationship
- if it has been assessed as relevant to the ongoing working relationship, a DBS criminal record check will nevertheless be deleted after [six months] or once the conviction is "spent" if earlier (unless information about spent convictions may be retained because the role is an excluded occupation or profession)
- disciplinary, grievance and capability records will only be retained until the expiry of any

warning given (but a summary disciplinary, grievance or performance management record will still be maintained for the duration of your employment).

Once you have left employment or your engagement has been terminated, we will generally hold your personal information for only as long as is reasonably necessary to satisfy the purposes for which it was collected, and for the purposes of satisfying any legal, accounting or reporting and regulatory requirements. These legal and other requirements require us to retain certain records for a set period of time, including following the termination of your employment. In addition, we retain certain records in order to resolve queries and disputes that may arise from time to time.

We will retain and subsequently securely destroy your personal information in accordance with our data retention schedule (attached).

Your Individual Rights

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes, e.g. you change your home address, during your working relationship with us so that our records can be updated. We cannot be held responsible for any errors in your personal information in this regard unless you have notified us of the relevant change.

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information - this is usually known as making a data subject access request and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected
- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy
- object to the processing of your personal information - this enables you to ask us to stop processing your personal information where we are relying on the legitimate interests of the business as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground
- data portability - this gives you the right to request the transfer of your personal information to another party so that you can reuse it across different services for your own purposes.

More information about all of the rights below can be found from our website or by visiting www.ico.org.uk

Storage of your personal data

We have put in place measures to protect the security of your personal information. We have internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities. You can obtain further information from our Data Protection Officer.

Where your personal information is shared with third-party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own purposes.

We also have in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

Not happy with any of this?

If you are not happy with any of the way we handle your data then please tell us.

If you are still not happy you are able to complain to the UK's supervisory authority for data protection – the Information Commissioner's Office by visiting www.ico.org.uk/concerns or by phoning them on 0303 123 1113.