

Employee Privacy Notice

All personal information about you will be under the control of Anchor Hanover Group (**Anchor Hanover**) acting as Data Controller and will be processed in line with applicable UK data protection legislation including, but not limited to, the General Data Protection Regulation (EU) 2016/679 (**GDPR**) and the Data Protection Act 2018 (the **DPA**). Anchor Hanover is registered with the Information Commissioner's Office (**ICO**) and our registration number is Z7000835.

This document tells you about the sort of personal information we collect and how it will be used by us.

Who does the privacy notice apply to?

This privacy notice applies to all applicants, employees on permanent, temporary or fixed term contracts including bank staff; workers, contractors; agents; representatives and volunteers acting for or on behalf of Anchor Hanover.

What is personal information?

Personal information is information about someone which allows that person to be identified. Examples of personal information that we hold about you include:

- Your name and address
- Date of birth
- Your bank details
- Details of your salary and benefits
- Next of kin and emergency contact details
- Your photograph
- Information about your entitlement to work in the UK
- Details about periods of absence
- Disciplinary or grievance records
- Performance details
- Training and development you have undertaken
- Whether or not you have a disability for which we need to make reasonable adjustments
- Equal opportunities monitoring information
- CCTV data

Some personal information is deemed to fall into special categories of personal data. The special categories of data that we hold will be information about your race or ethnic origin, physical or mental health condition, alleged or real offences, proceedings for any alleged or real offence, trade union membership, sexuality, religion or beliefs.

How do we collect your personal information?

Personal information is likely to be collected from you directly when you apply for a position at Anchor Hanover, when we respond to that application, when we offer you

employment with us and during your employment with us. We will also collect personal data from other people such as your manager when they inform us about your performance, or from other individuals such as your colleagues through meetings or appraisals. Sometimes other organisations, such as recruitment agencies, previous employers or government departments, will also give us your personal data.

Such information may be collected over the phone; by face to face contact; when receiving written correspondence; or electronic correspondence such as e-mails, faxes, online application forms, questionnaires and text messages.

How do we use your personal information?

We will use your information to help us manage your application and employment with us. The information we use is stored within an employee database held by or on behalf of Anchor Hanover, and stored in automated tools such as purchasing systems, expenses systems and HR self-service systems. The reasons we process your personal data include:

- To pay you and fulfil government requirements for taxation and other statutory information (using information such as your name and address, your salary, bank account details, total deductions, allowances, etc.);
- To know where you work and what you are doing, (using information such as work location, role title, manager, cost centre, time/absence records etc.);
- To support your technical resource needs by providing IT support systems that enable you to fully utilise the Anchor Hanover environment including support of your desktop/laptop computer hardware and software, telecommunications and door entry systems;
- To provide you with access to core HR processes (using information such as performance rating, merit increase, grade, assessing your skills and abilities, development plan, general pay awards, employee surveys, etc). This will also include newsletters with company news stories covering Anchor Hanover's aims and values;
- To provide you with access to Anchor Hanover programmes such as pension, bonus or commission plans wherever appropriate and enable you and your family to participate in the various benefits programmes (using information such as family members to be covered by insurance, beneficiaries, health care scheme, eye care vouchers, next of kin etc);
- To provide up to date Anchor Hanover telephone directories, email directories, organisation charts and project employee lists by maintaining your work related contact details;
- To provide you with training programs specifically for your needs so we can develop and train our workforce. This may include providing your details to claim government grants for training;
- To support any health and safety requirements that you might have in order to perform your work;
- To conduct a DBS (Disclosure Barring Service) check if it is necessary for your role;
- To provide company car drivers with a company car, and complete any necessary driving licence validations if this benefit is relevant. This may include details of any family members who are eligible;
- To contact you when required or to contact your next of kin in an emergency; and
- To ensure the safety of our colleagues and customers (for example through the use of CCTV).

This processing is necessary for the performance of your employment contract, to comply with our legal obligations (for example, in respect of payment of any statutory entitlements) and to fulfil our legitimate interests of being a responsible employer and promoting the success of our business. When we process special categories of personal data the processing is necessary for the purposes of carrying out our obligations and exercising specific rights in the field of employment and for the assessment of your working capacity. When we process criminal convictions data this is done where necessary for the purposes of your employment and on the basis of the Government operated DBS.

Who do we share information with?

There may be times when we share information about you with other organisations. The information we share with others will be the minimum necessary to enable them to carry out their task. Special categories of personal data are confidential and will only be made available to those who require it. The organisations with whom information is shared may include:

- information technology systems companies to provide and support our IT infrastructure and resolve any IT issues;
- the DBS to check your details with them;
- providers of goods or services and other professional advisers who provide support in various aspects of our business related to your employment such as our HR and payroll system. The access that these service providers have to your personal data will be restricted in accordance with our agreement with them;
- Government departments, local authorities, and other organisations, to research and understand how social care is delivered and by whom;
- If we are required to do so by law or in connection with legal proceedings; and
- To protect the vital interest of an individual (in a life or death situation).

Where will my information be stored?

Our servers are located in the UK. If your personal data is transferred outside the European Economic Area (EEA) we will ensure that before we do so, there is adequate protection in place to ensure the security of your personal data.

How long is my personal data kept for?

We will only keep your personal data for as long as is necessary and will securely dispose of it after that time. We hold the personal data detailed above throughout the period of your employment. Your personnel file will be retained for 7 years after you have left Anchor Hanover unless it is required to be kept for any longer period by law.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold

about you to be erased from our records.

- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you have the right not to be subject to the legal effects of a decision based solely on automated processing or profiling.
- Right to judicial review: in the event that Anchor Hanover refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in the clause below.

Can I find out the personal data that Anchor Hanover holds about me?

Anchor Hanover at your request can confirm what information we hold about you and how it is processed. If Anchor Hanover does hold personal data about you, you can request the following information:

- The purpose and legal basis for processing;
- If the processing is based on the legitimate interests of Anchor Hanover or a third party, information about those interests;
- The categories of personal data collected, stored and processed;
- The recipient(s) or categories of recipients that the data is/will be disclosed to;
- If we intend to transfer the personal data to a third party or international organisation, information about how we ensure this is done securely;
- How long the data will be stored;
- Information about your right to withdraw consent at any time;
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data;
- The source of personal data if it wasn't collected directly from you; and
- Any details regarding automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

In the event that we need to establish your identity before responding to a request to exercise your rights we may request that you provide us with ID, for example passport, driving licence, birth certificate or utility bill (from the last three months).

If you would like to exercise any of your rights or request a copy of some or all of your personal information, please either complete the **Data Subject Access Request Form** (available on our website, on Compass and on H-Net), or contact us by using the details below. No charge will be made for this service.

Complaints

In the event that you wish to make a complaint about how your personal data is being

processed by Anchor Hanover or any of our third parties, or how your complaint has been handled, please contact Anchor Hanover's Data Protection Officer on the details provided below.

You also have the right to complain to the ICO about how we have processed your personal data. The ICO can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, by telephone on 0303 123 1113 or through the website www.ico.org.uk.

How to contact us

You can contact us in the following ways to discuss any aspect of this notice or about the information we hold about you:

- Writing to the Data Protection Officer at Anchor Hanover Group, The Heals Building, Suites A&B, 3rd Floor, 22-24 Torrington Place, London, WC1E 7HJ
- Email us at either dataprotection@hanover.org.uk or data.protection@anchor.org.uk
- Using the 'Contact us' section on our website
- Telephoning our Customer Centre on 0800 731 2020.

Please note that if you contact us by telephone, your call may be recorded for training and quality purposes.

This privacy notice may change from time to time. Please check our website on a regular basis to read our latest version at www.anchorhanover.org.uk.

"We" "us" or "Anchor Hanover" means Anchor Hanover Group and its subsidiary and or associated organisations or members of its group.

Name: Anchor Hanover Group, Registered Office: The Heal's Building, Suites A&B, 3rd Floor, 22-24 Torrington Place, London, WC1E 7HJ.

Registration: A charitable housing association registered as a society under the Co-operative and Community Benefit Societies Act 2014, No. 7843 and registered with the Regulator of Social Housing, No. LH4095.