

	<b>Privacy and Data Protection Policy</b>	Issue date: 02/10/18 Revised date: 22/05/20
Doc No: HSG	Approved: Ashley Govier	Issue No: 2

**Introduction**

Our privacy and data protection policy sets forth our approach to the protection of personal data, the practical steps we take to achieve this and comply with our legal obligations

We are committed to ensuring that we comply with the data protection principles, as listed below meeting our legal obligations as laid down by the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) by:

- ensuring that personal data is processed fairly, lawfully and transparently
- processing personal data only for the purposes for which it was collected
- ensuring personal data processed is adequate, relevant and limited to what is necessary
- ensuring that personal data is accurate and kept up to date
- ensuring personal data is retained for no longer than necessary in a form which allows identification of data subjects
- processing personal data in such a manner that ensures its security is maintained

**Lawful Basis for Processing**

We collect personal data for the following lawful bases:

- Performance of a contract – to enter into a business contract or contract of employment and meet our obligations under such contract
- Compliance with a legal obligation – to ensure we meet our legal obligations in relation to business or employment contracts including confirmation of right to work in the UK where applicable
- Legitimate interests of a controller or third party
- Consent of the data subject – employees may wish to disclose additional information regarding ethnic origin, sexual orientation, health and religion or belief for the purposes of the consideration of working arrangements
- Protection of the vital interest of a data subject – we have a duty of care to ensure employee and visitor safety while working for or at HSG

At the current time we do not collect personal data for the following lawful basis:

- Public Interest

**Data Controller**

HSG Facilities Management Limited, R02 Cardiff Bay Business Centre, Titan Road, Cardiff, South Glamorgan, Wales, CF24 5EL

**Data Processors**

Innovise Software (Timegate), Bridge House, The Waterfront, Brierley Hill. DY5 1XR

The Rocket Science Group LLC T/A Mailchimp, Atlanta, Georgia

Google LLC, Mountain View, California

	<b>Privacy and Data Protection Policy</b>	Issue date: 02/10/18 Revised date: 22/05/20
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## **The information we process**

### Clients

- name, company name, company address and contact details, including business email address and telephone number

### Employees and contractors

We collect and process the following personal information:

- name, address and contact details, including email address and telephone number, date of birth and gender;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with our business
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- 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 your criminal record;
- details of your schedule (days of work and working hours) and attendance at work;
- details of periods of leave taken, including holiday, sickness absence, family leave and sabbaticals, and the reasons for taking leave where disclosed;
- 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, training and any related correspondence;
- information about medical or health conditions, including whether or not you have a disability for which the company needs to make reasonable adjustments;
- details of trade union membership; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief, where disclosed

## **How we collect your information**

### Clients

HSG is provided with this information either by yourself or a colleague, or it has been obtained from the public domain via websites, directories, social media business platform or internet search.

### Employees

HSG collects this data through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed at the start of or during employment (such as benefit nomination forms); from correspondence; or through interviews, meetings or other assessments.

	<b>Privacy and Data Protection Policy</b>	Issue date: 02/10/18 Revised date: 22/05/20
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In some cases, HSG collects personal data about you from third parties, such as references supplied by former employers, information from employment background check providers, information from credit reference agencies and information from criminal records checks permitted by law.

**Who has access to your personal data?**

Clients

We will not disclose your personal data to a third party without consent except where there is a legal obligation or in the event of a dispute and there is a need for disclosure with legal practitioners. To the maximum extent possible this data will be anonymised should the need for disclosure arise.

Employees and Contractors

Your information will be processed internally only by our service centre and your line manager

Information necessary for your management and personal safety will be disclosed to the establishment(s) in which you will carry out your duties – this will be restricted to name, telephone contact details and any information we have a legal obligation to provide or which is necessary to ensure your safety in the workplace

We use a number of trusted third parties to provide us with necessary services to run our business, and who may process your information on our behalf:

- Google - Email and data storage provider;
- Mailchimp - Mailing list processing service provider; and
- Timegate – Payroll and holiday management service provider

**How we secure your personal data**

We take all reasonable technical and operational measures to ensure that your personal data is processed managed carefully and appropriately and to protect against unlawful or unauthorised use and accidental loss or destruction, including:

- Only providing access to those who need access to achieve the purpose for which the data was collected
- Passwords are protected and, wherever possible, two-factor authentication is employed for extra protection;
- Our file storage provider uses encrypted sessions to protect files as they are uploaded and downloaded; and
- Hard-copy information is stored securely in locked cabinets with access limited to only those who need to have access in relation to the purpose for which the data was collected

**Data Transfers**

A) Transfers within the European Economic Area:

	<b>Privacy and Data Protection Policy</b>	Issue date: 02/10/18 Revised date: 22/05/20
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None.

B) Transferring of your information outside the European Economic Area:

Information you submit to us is stored on our third-party cloud-based data storage and email provider's servers, i.e. Google and Mailchimp

Country: United States of America

Safeguard(s) used: our email and cloud-base provider is self-certified under the EU-US privacy shield scheme.

### **Retention periods**

#### Clients

Records of correspondence are retained for 7 years from the end of contract.

#### Employees, potential employees and contractors

If we do not make an offer of employment, or if an offer of employment is rejected, we will retain your data for six months from the date of notification.

Where an offer of employment is made retention periods will be as defined under the privacy notice pertaining to employees.

### **Your rights**

A) You have the right to object to the processing of your information, or to request that we restrict how your information is processed. We are obliged to comply with such requests unless there is a legitimate basis for not doing so.


Please contact [servicecentre@hsgfm.co.uk](mailto:servicecentre@hsgfm.co.uk) if you wish to register any objections to or request any restrictions of processing.

B) Access requests - you may request that we supply all the information we hold about you, at any time. We will endeavour to respond with such information within 30 days. There is no charge for this, except where such requests are clearly unreasonable, in which case a fee of £10 may be charged. We may require proof of ID to ensure such information is not disclosed to persons other than the data subject. Please contact [servicecentre@hsgfm.co.uk](mailto:servicecentre@hsgfm.co.uk) if you wish to make a subject access request.

C) If you believe your information has not been processed in a lawful, fair or transparent manner you have the right to lodge a complaint with the Information Commissioner's Office. Their website can be accessed at [www.ico.org.uk](http://www.ico.org.uk) and concerns may be reported at <https://ico.org.uk/concerns/>.

### **What happens if your personal data is compromised?**

In the event we discover a breach in the way we handled your personal information, we will notify the Information Commissioner's Office within 72 hours of discovery. Where we consider there to be any risk to

	<b>Privacy and Data Protection Policy</b>	Issue date: 02/10/18 Revised date: 22/05/20
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you as a consequence of the breach we will notify you immediately with details of any resulting risks and measures we have taken or intend to take, and any recommended actions that may help you.

**Sensitive personal information**

Clients

None

Employees and Contractors

Sensitive personal information is collected under the provisions of paragraph 2b of Article 9 of the General Data Protection Regulation for the purposes of our obligations in relation to equal employment and fair and ethical employment practises.

- information about medical or health conditions, including whether or not you have a disability for which HSG needs to make reasonable adjustments;
- details of trade union membership, should you choose to disclose it or it become known to HSG during negotiations or representations; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.