



People Matters Privacy Notice

When we use your personal data People Matters as the data controller must:

- only keep your data that we need to employ staff, provide services and do what the law says we must
- keep your records safe and accurate
- only keep your data as long as we have to
- collect, store and use your data in compliance with the General Data Protection Regulation (GDPR)

Things you can do to help us:

- tell us when any of your details change; and
- tell us if any of the information we hold on you is wrong

What is personal data?

Personal data is information about a living person that means we can work out who they are such as name, address, telephone number, date of birth, bank details and many others. This information can be held many ways such as databases, emails, written letters, photographs, audio recordings and video recordings.

Some data is called special category data which is more sensitive. Special category data includes information about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, health, sex life or sexual orientation and we have to look after this information more carefully.

Why we collect and use personal data

We collect personal data to provide a service to our members and for us to have an employment relationship with our staff. The personal data is used to operate, deliver and improve the service we provide and the quality of care to everyone involved in the organisation. We use personal data to keep people up to date with news and information.

If we do not directly provide a service (for example parts of the Human Resources function) we may need to pass your personal data onto organisations that do. These providers are under contract and have to keep your details safe, secure and use them only to provide the service.

How we protect your information

We take the security of personal information very seriously. To protect information we have restrictions on who can access your data and that it is only been accessed when needed. All People Matters staff complete regular Data Protection training to ensure that they work in a way that protects your data. All our data is held within the UK and is not transmitted to or through other countries.

Information sharing

We will only share your personal data where this is required or permitted by law.

Examples include where we do not directly provide a service such as healthcare, pensions or IT and software providers. Information will be shared when it is necessary to help us provide effective services and it is done so under contract, which states how those companies must keep your data safe.

We may also need to share the personal information you have given to us with organisations such as the police or other government bodies. For example, where it is:

- to prevent serious harm to others
- to help prevent or prosecute crime
- as a requirement of statute law
- because a court has asked for it
- where we are contractually obliged to for funding purposes

We will not share nor sell your information to anyone for marketing purposes.

Automated decision making

People Matters has no computer systems in use that make automated decisions.

Access to personal information

You can request access to your information at any time by contacting us using the contact information below. You have additional rights under the GDPR of:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

You can make a request under these rights by contacting us. Where possible we will comply with your request but sometimes this is not possible. If it is not possible for us to comply with your request we will contact you to let you know why.

How you can contact us

If you have any questions about this privacy notice, have any concerns about the data we hold and how it is used or would like to notify us of a possible data breach please contact us, Information on how to do this is available [here](#).

Why do we hold your data?

Members - The personal information we hold allows us to provide a service to you. There are a range of activities where your data is used such as:

- Service delivery
- Service improvement and planning
- Financial transactions
- Safeguarding Children and Adults
- Equality Monitoring
- Prevention and detection of crime
- Statutory requirements for example reporting to the Care Quality Commission
- Reporting to funders under contract

Staff and Volunteers - The personal information we hold allows us to have an employment or volunteering relationship with you. There are a range of activities where your data can be used such as:

- Payment of salaries, allowances and expenses
- Statutory requirements for example: reporting to Government/HMRC
- Service delivery
- Service improvement and planning
- Prevention and detection of crime such as fraud
- Payroll transactions
- Equality Monitoring
- Promoting Access To Work

Contacts - We have a number of different contact groups including external professional colleagues, families/carers and emergency contacts of members, staff or volunteers and the personal information we hold enables us to contact you for reasons such as:

- Keep you up to date with news and events
- Conducting business communication
- Informing you of changes or updates to the service we provide
- Sending you People Matters performance information such as CQC inspection reports
- Contacting you in case of an emergency

What personal data do we hold?

For People Matters to provide a service we need to

- hold information on People Matters members
- employ staff, have an employment relationship with them and hold information on these staff
- utilise volunteers, have a volunteering relationship with them and hold information on these volunteers
- engage with partner organisations and individuals and hold information on these individuals

People Matters provides social care, education, social activities and employment support to adults and young people with learning and other disabilities and disadvantages. As we offer a range of services the personal information that we hold will vary based on the services used.

The General Data Protection Regulation (GDPR) requires us to only hold information that is required and that we have a 'Lawful Basis of processing'. Processing is lawful if at least one of the following applies:

- (a) the data subject has given consent to processing for one or more specific purposes
- (b) processing is necessary for the performance of a contract to which the data subject agrees or in preparation thereof
- (c) processing is necessary for legal compliance
- (d) processing is necessary to protect the vital interests of the data subject or other natural person
- (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of vested official authority
- (f) processing is necessary for the legitimate interests being pursued by the controller/third party except where overridden by the interests/fundamental rights of the data subject which require data protection

Some data is called special category data which is more sensitive. Special category data includes information about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, health, sex life or sexual orientation and we have to look after this information more carefully. For any special category data the GDPR requires us to have a 'Condition for processing special category data' which for your information is one or more of the following:

(a)Explicit Consent

(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;

(g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;
Reliant on statutory and government purposes such as education

(b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject;

Further information on Lawful basis of processing and special category data can be found on the information commissioner's office website <https://ico.org.uk/>

People Matters holds a record of processing activities as required. This information is available upon request.

How your information is stored

Your information is stored in a range of electronic and paper formats. Access to your personal information is limited to only those individuals who are authorised to do so. We are required by law to hold your personal information for a set period of time. Our records retention schedule that can be supplied upon request. All personal information will be securely destroyed or deleted after the retention period.