

GENERAL DATA PROTECTION REGULATION (GDPR) POLICY STATEMENT

Control Centre Solutions Ltd is committed to protecting your privacy and complying with the General Data Protection Regulation (GDPR).

This policy sets out the basis by which we collect, use and disclose the Personal Data of our Employees as well as your rights in respect of such Personal Data.

What is GDPR?

The GDPR (General Data Protection Regulation) is concerned with respecting the rights of individuals when processing their personal information. This can be achieved by being open and honest with employees about the use of information about them and by following good data handling procedures. The regulation is mandatory and all organisations that hold or process personal data must comply. We rely on legitimate interests however take responsibility for considering and protecting people's rights and interests.

The regulation contains 6 principles.

- Personal data should be processed fairly, lawfully and in a transparent manner.
- Data should be obtained for specified and lawful purposes and not further processed in a manner that is incompatible with those purposes.
- The data should be adequate, relevant and not excessive.
- The data should be accurate and where necessary kept up to date.
- Data should not be kept for longer than necessary.
- Data should be kept secure.

All staff have a responsibility to ensure that their activities comply with the data protection principles. Managers have responsibility for the type of personal data they collect and how they use it. Staff should not disclose personal data outside the organisation's procedures, or use personal data held on others for their own purposes.

How we collect your Personal Data

- When you apply for a vacancy either internally or externally
- When we collect data through the implementation of any HR Employee Policies e.g. Disciplinarys
- During your employment with Control Centre Solutions Ltd, e.g. Payroll, HR Records, Training Records
- Emergency Contact details we hold

What type of Personal Data do we collect?

We may collect the following types of Personal Data:

- Your name, address, email address, telephone number and other contact information that allows us to meet our organisational and statutory obligations to you as your Employer.

- Details of your Emergency Contacts
- Bank Details
- Right to Work documentation
- Medical History
- CCTV Footage
- Accident/ Incident Reporting records
- Monitoring employees including tracking of vehicles

Some of the information we collect about you may include Sensitive Personal Data however we will not utilise this data unless we have your consent.

Using the Information we collect

We may use your personal data in the following ways:

- To ensure that the information we hold about you is kept up to date
- To deal with any Employee/ Employer related disputes that may arise
- For assessment and analysis purposes to help improve the operation of and manage the performance of our business.
- To prevent, detect and prosecute fraud and other crime.
- To comply with legal obligations e.g. HMRC, Pensions.
- For any other purpose for which you have given us your consent to use your Personal Data.

We may share your personal data in the following ways:

- With any professional external advisors we use
- With other companies within the current and future Control Centre Solutions Ltd group
- With other third-party contractors who provide services to us
- Where we are under a legal obligation to do so e.g. where we are required to share information under statute, to prevent fraud and other criminal offences or because of a court order or request from HMRC or the Police.

Your Rights

Employees have the right to access information that an employer may hold on them. This could include information regarding any grievances or disciplinary action, or information obtained through monitoring processes.

If a worker wants to see their personal data, they should request this from the Office Manager. Most requests for personal data can be provided quickly and easily.

You have the right to request access to your personal data together with details of why we hold it, the categories of personal data and the recipients of the personal data. Providing the rights of others are not affected, we will supply a copy of your personal data to you on request. The first copy will be provided free of charge within 30 days of the request however please note additional copies may be subject to a reasonable fee.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

Individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances e.g. the personal data is no longer necessary for the purpose which we originally collected or processed it for.

Individuals have the right to request the restriction or suppression of their personal data. This is not an absolute right and only applies in certain circumstances e.g. the employee contests the accuracy of their personal data and the accuracy of the data is being verified.

You have the right to object to our processing of your personal data on grounds relating to your situation unless there are compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual or the processing is for the establishment, exercise or defence of legal claims.

You have the right to object to our processing of your personal data for direct marketing purposes. If you make such an objection, we will cease to process your personal data for this purpose. Your data will not be shared for marketing purposes unless we have your written consent.

You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

You have the right to data portability which gives individuals the right to receive personal data they have provided to a controller in a structured, commonly used and machine-readable format. It also gives them the right to request that a controller transmits this data directly to another controller. This only applies when your lawful basis for processing this information is consent or for the performance of a contract and you are carrying out the processing by automated means (i.e. excluding paper files) and does not adversely affect the rights and freedoms of others.

If you consider that our processing of your personal information infringes data protection laws, you have the legal right to lodge a complaint with a supervisory authority responsible for data protection, your place of work or the place of the alleged infringement.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw your consent at any time. Withdrawal will not affect the lawfulness of processing prior to the withdrawal. You may exercise any of your rights in relation to your personal data by written notice to us.

How we will ensure compliance

To ensure its compliance to the GDPR, Control Centre Solutions Ltd will:

- Have a clear retention policy for handling personal data and ensure it is not held for longer than is necessary
- Have a legal basis for acquiring and/ or using any personal data
- Ensure that all staff are aware of the retention policy and follow it
- Respond to subject access requests (sometimes called personal data requests) within one month and if we refuse a request advise the employee of why the request has been refused and that they have the right to complain to the supervisory authority and to a judicial remedy.

- If there is a personal data breach that is likely to result in a risk to the rights and freedom of an individual, inform the ICO within 72 hours and, if the risk is deemed to be high, also inform the individual concerned.

Please ensure that you notify Scott Hughes, if any of the Personal Data that we hold about you needs to be updated now or in the future.

Signed:



Mr Scott Hughes, Director

Date: 17th April 2023