

IG010 Employee & Volunteer Privacy Notice

Introduction

KEMP Hospice is a data controller registered with the Information Commissioner's Office (ICO).

KEMP makes a commitment to ensuring that personal data, including special categories of personal data and criminal offence data (where appropriate) is processed in line with GDPR laws and all its employees conduct themselves in line with this, and other related, policies. In line with Data Protection laws, KEMP understands that it will be accountable for the processing, management and regulation, and storage and retention of all personal data held in the form of manual records and on computers.

The hospice's Data Protection Officer is the Head of Finance. If you have any questions regarding your data, they can be contacted on the details at the bottom of this policy.

What data do we collect about you?

Personal data is kept in personnel files within the KEMP Hospice People systems. The following types of data may be held by KEMP as appropriate on relevant individuals for both employees and volunteers:

- Name, address, phone numbers and email addresses - for individuals and next of kin
- CV / application form and other information gathered during recruitment
- References
- Conduct issues such as letters of concern and disciplinary proceedings
- Medical or health information
- Terms and conditions of employment / contract
- Training details
- Internal performance information

Additionally, we may hold the following information for our employees:

- National Insurance number
- Job title, job description and pay grade
- Annual Leave records
- Sickness absence records
- Tax codes

Individuals should refer to KEMP Hospice's Privacy Policy for more information on the reasons for its processing activities, the lawful bases it relies on for the processing and data retention periods.

How do we use the data we collect about you? (Employees)

Under the UK GDPR and Data Protection Act 2018, KEMP Hospice uses 'performance of a contract' as a lawful basis to process your necessary employee data (for payroll processing – Bank details and National Insurance numbers and for healthcare and pension schemes – address details). Other data is held under a 'legitimate Interest' basis.

KEMP may be required to disclose certain data / information to third parties. The circumstances leading to such disclosures include (but not limited to):

- Any employee benefits operated by third parties
- Whether an individual requires any reasonable adjustments made for them, to assist them at work.
- Health data - to comply with health and safety or occupational health obligations towards the employee
- For Statutory Sick Pay purposes (if applicable)
- People management and administration - to consider how an individual's health affects his or her ability to do their job
- The smooth operation of any employee insurance policies or pension plans
- HMRC – KEMP must on occasion disclose payroll details for assessment of benefits
- Information to the Local Authority for any Attachment of Earnings orders.

These kinds of disclosures will only be made when strictly necessary for the purpose.

How do we use the data we collect about you? (Volunteers)

If you have applied to volunteer for KEMP Hospice through a third party organisation, such as DWP or for a placement via your study organisation, they will pass your information onto us. This includes your contact details and other information relevant to your placement, such as your experience and interests.

As a volunteer with KEMP Hospice, we will hold personal data such as your contact details, work experience, references and emergency contact details. We process this data on the legal basis of Legitimate Interest. If your volunteering role involves visiting various sites across KEMP Hospice or businesses (such as for the delivery of collection boxes) we will ask to see and keep copies of your MOT and vehicle insurance documents. We won't share this information with any other parties and will be kept within the People Team.

We will never share your data or personal information with any external organisations, and we don't transfer any personal data outside the European Economic Area. For some areas of the Hospice, for example, direct activity with patients, we will request a Disclosure and Barring Service (DBS) check.

All personal data obtained and held by KEMP will:

- Be processed fairly, lawfully and in a transparent manner
- Be collected for specific, explicit, and legitimate purposes
- Be kept accurate and up to date. Every reasonable effort will be made to ensure that inaccurate data is rectified or erased without delay
- Not be kept for longer than is necessary for its given purpose
- Be processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- Comply with the relevant GDPR procedures for international transferring of personal data.

What are your rights?

You have the following rights relating to your personal information:

- You have the right of access - you can ask for a copy of your data at any time.
- You have the right to rectification – you can ask us to update or amend inaccurate data and add additional data if you wish. If your personal details do change, please contact the People Team directly on peopleteam@kemp hospice.org.uk.
- You have the right of restriction – if you believe that the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing.
- You have the right of portability – you can ask us to provide you with the information that is held electronically by us, or that you have provided to us.
- You have the right to object – you can object to us processing your data.

- You have the right to erasure – you can request that we delete any of the information that we have about you, if we are no longer using the data for the purpose or purposes we originally collected it for.
- You have the right to complain – if you feel that we have misused or mishandled your data in any way, you can complain to KEMP Hospice by emailing info@kemphospice.org.uk or calling 01562 756000, or directly to the Information Commissioner's Office (ICO) by calling 0303 123 1113.

How do we protect your data?

KEMP has taken the following steps to protect the personal data of relevant individuals, which it holds or to which it has access:

- It appoints or employs employees with specific responsibilities for:
 - a) the processing and controlling of data
 - b) the comprehensive reviewing and auditing of its data protection systems and procedures
 - c) overseeing the effectiveness and integrity of all the data that must be protected.
 There are clear lines of responsibility and accountability for these different roles.
- It provides information to its employees on their data protection rights, how it uses their personal data, and how it protects it. The information includes the actions relevant individuals can take if they think that their data has been compromised in any way
- It provides its employees with information and training to make them aware of the importance of protecting personal data, to teach them how to do this, and to understand how to treat information confidentially
- It can account for all personal data it holds, where it comes from, who it is shared with and who it might be shared with
- It carries out Data Protection Impact Assessments as part of its reviewing activities to identify any vulnerabilities in its personal data handling and processing, and to take measures to reduce the risks of mishandling and potential breaches of data security. The procedure includes an assessment of the impact of both use and potential misuse of personal data in and by KEMP
- It recognises the importance of seeking individuals' consent for obtaining, recording, using, sharing, storing and retaining their personal data, and regularly reviews its procedures for doing so, including the audit trails that are needed and are followed for all consent decisions. KEMP understands that consent must be freely given, specific, informed and unambiguous. KEMP will seek consent on a specific and individual basis where appropriate. Full information will be given regarding the activities about which consent is sought. Relevant individuals have the absolute and unimpeded right to withdraw that consent at any time
- It has the appropriate mechanisms for detecting, reporting and investigating suspected or actual personal data breaches, including security breaches. It is aware of its duty to report significant breaches that cause significant harm to the affected individuals to the Information Commissioner (via the Data Protection Officer), and is aware of the possible consequences
- It is aware of the implications regarding the transfer of personal data internationally

How long do we keep your data for?

We will keep your data for 6 years from when you leave KEMP employment / stopped volunteering (plus this financial year), after this, it will be securely destroyed (if held on paper) or removed from our systems.

How do we ensure that your data is secure?

KEMP adopts procedures designed to maintain the security of data when it is stored and transported. In addition, employees must:

- Ensure that all files or written information of a confidential nature are stored in a secure manner and are only accessed by people who have a need and a right to access them

- Ensure that all files or written information of a confidential nature are not left where they can be read by unauthorised people
- Refrain from sending emails containing sensitive work-related information to their personal email address
- Check regularly on the accuracy of data being entered into computers
- Always use the passwords provided to access the computer system and not abuse them by passing them on to people who should not have them
- Use computer screen blanking to ensure that personal data is not left on screen when not in use.

Personal data relating to employees and volunteers should not be kept or transported on laptops, USB sticks, or similar devices, unless authorised by the Head of Department. Where personal data is recorded on any such device it should be protected by:

- Ensuring that data is recorded on such devices only where absolutely necessary
- Using an encrypted system — a folder should be created to store the files that need extra protection and all files created or moved to this folder should be automatically encrypted
- Ensuring that laptops or USB drives are not left lying around where they can be stolen.

Failure to follow KEMP's rules on data security may be dealt with via the KEMP's disciplinary procedure. Appropriate sanctions include dismissal with or without notice dependent on the severity of the failure.

Please note that you will not be able to be employed by us or volunteer with us if we are unable to process your data.

We will not process your personal data for any other purposes unless you have specifically consented to us doing so, before we use your information. We will always let you know what we are doing with your personal data.

Who can I contact regarding my data?

If you wish to know more about the data we hold or obtain a copy, you can contact us at:

KEMP Hospice
41 Mason Road
Kidderminster
DY11 6AG

Call: 01562 756000

Email: info@kemp hospice.org.uk

Data Protection Officer – Rachel Paget

You can also contact the Information Commissioner's Office directly on 0303 123 1113