



Privacy Statement for Creative Support Employees

This statement applies to all potential and existing Creative Support employees. It will be issued to job candidates at the point of application for the purposes of notifying those individuals of the purposes for which the organisation may collect and process their personal data; and for successful candidates again as part of the induction process once their employment commences.

Why we process your personal data

Creative Support exercises its right under the *General Data Protection Regulation (GDPR)*, *UK Data Protection Act (2018)* and *Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations (2020)* to control and process personal information about its employees. We process this data only in so far as it is necessary to fulfil the contract of employment held between Creative Support and its employees.

Your privacy is of the utmost importance to us, and data protection is built into our processing at every stage. This means that while we do not require your consent in order to process your personal data, we will only retain and use personal data when we have a legally justifiable reason for doing so that balances our interests as an employer with your rights as an employee.

Your personal data is shared only with those departments within Head Office, Creative Support managers, and external organisations who also have a legal basis for using it in order to fulfil our obligations to you as an employee. We never sell or share your information with any organisations for marketing purposes, nor use your personal data for any automatic profiling or decision making.

Your rights

You have the right to see what data Creative Support holds about you, and to know our reasons for doing so. In turn, Creative Support has an obligation to keep your information accurate and up-to-date. You will be able to access your key personal data through the iTrent “Employee Self-Service” (ESS) portal, and correct or update this yourself as necessary.

You have the right to request to see personal data that Creative Support records and processes about you, and we have provided a “Subject Access Request” form for you to do this.

You have the right to “data portability” with respect to your personal information, which means that you may request for it to be sent to you in a format that can be moved, transferred or copied across different services.

The types of personal information we process may include:

- Personal details, i.e. names, addresses, contact numbers, date of birth
- Family details, i.e. marital status, next of kin and emergency contacts (including your GP)
- Nationality
- Whether you have a current driver’s licence
- Whether you are registered as disabled
- Bank account details (for payroll purposes)

We may also process sensitive categories of personal information that may include:

- Racial and ethnic origin
- Trade union membership
- Information about your mental or physical health, insofar as this pertains to your job role
- Health related data
- Sexual orientation

Creative Support will not record or process information about your political or religious opinions, philosophical beliefs, sexual orientation or gender identity, or any other categories of personal information defined as “sensitive” in Article 9 of the GDPR, except where you have disclosed this information and given us your explicit consent to record and process it.

How we protect your personal data

The information we keep on you is held securely whether it is held in paper or digital formats. Hard copies of personal information are stored in secure offices. Information that is held digitally is kept securely and can be accessed only by the Creative Support employees who are specifically involved with that aspect of your employment.

All online/cloud-based systems used for the processing of your personal data have been assessed to check that they are secure and fully compliant with data protection legislation. This includes the assessment of systems that transfer data outside of the UK for storage purposes.

Your personal data is held by Creative Support for the duration of your employment, and for eight years after the end of your contract, at which point it is securely destroyed.

Further information can be found in our corporate policies, *Data Protection and Information Governance and Management and Archiving of Records*.

Additional Information for Employees Working in Services Using the “Lone Worker Solutions” Service

There are a number of Creative Support services where a third party service called “Lone Worker Solutions” is in use for the protection of staff. Where this service is in use, Creative Support will share your name with the Lone Worker Solutions contact centre for the sole purpose of registering you as a lone worker on the lone worker alert system. However, if a red alert is activated on your SOS fob, the Lone Worker Solutions team will immediately contact 999 and alert the emergency services, identifying you using the information listed below. It is expected at the start and finish of every shift that you log in and off the Lone Worker database.

The following information is used for the collection and processing of Lone Worker End Users’ personal data on the Lone Worker Safe Hub:

- Name, Age, Date of Birth (optional) and Next of Kin;
- Mobile Telephone Number;
- Email Address;
- Gender;



- Hair and skin colour and other applicable Physical Description or identifiers - such as tattoos etc. (optional);
- Normal Work Location;
- Medical conditions (optional);
- GPS Location at any time they are working and using Lone Worker Device Services etc.

Volunteers

We also process the personal data of individuals who work for Creative Support as volunteers. If you are a volunteer who does not receive support from Creative Support, the only personal data of yours we will process will be what we collected from you when you applied to become a volunteer. If you volunteer for us while also receiving Creative Support services, the Volunteers Team will process only the personal data you provided to them, and not any additional personal data that your Creative Support carers have on record in order to support you.

How to contact us

Creative Support's Senior Information Risk Owner is Julie Cooke, Service Director, whose contact details are as follows:

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Phone: 0161 236 0829

Email: julie.cooke@creativesupport.co.uk

You may also wish to contact a member of the Information Governance Team at ig@creativesupport.co.uk if you have any general queries about how your personal data is processed and protected.

You have the right to log a complaint with the Information Commissioner's Office (ICO) if you have any concerns about the way that Creative Support is using your personal data. More information can be found at the ICO's website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.