

Staff and volunteer privacy notice for Citizens Advice Dudley and Wolverhampton

How we will use your data when you're an employee

Citizens Advice Dudley and Wolverhampton collects and processes personal data relating to its employees to manage the employment relationship. Citizens Advice Dudley and Wolverhampton is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Citizens Advice Dudley and Wolverhampton is the data controller for your personal data. Some personal data is shared with National Citizens Advice including for the following purposes:

- Allow you to use national systems
- Provide support and handle enquiries
- Facilitate quality checks
- Assist in handling complaints and grievances
- Collecting expressions of interest for recruiting volunteers

National Citizens Advice privacy information in regards to local office staff and volunteers can be found will be published on our website soon

Personal data Citizens Advice Dudley and Wolverhampton collects

Citizens Advice Dudley and Wolverhampton collects and processes a range of data about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth, sex
- the terms and conditions of your employment
- details of your qualifications, skills, experience and employment history, including start and end dates with previous employers and your performance during the recruitment process
- data about your remuneration, including entitlement to benefits such as pensions
- details of your bank account and national insurance number
- data about your emergency contacts
- data about your nationality and entitlement to work in the UK
- data about your criminal record - for certain roles
- details of your schedule (days of work and working hours) and attendance at work
- details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave
- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- details of training you have participated in, performance improvement plans and related correspondence

- data about medical or health conditions, including whether or not you have a disability for which Citizens Advice Dudley and Wolverhampton needs to make reasonable adjustments
- details of any trade union membership
- equal opportunities monitoring data, including data about your ethnic origin, sexual orientation, gender identity, health and religion or belief

Citizens Advice Dudley and Wolverhampton collects this data in a variety of ways. For example, data is collected through:

Information collected directly from you, such as:

- application forms
- your passport or other identity documents such as your driving licence or right to work documents
- forms completed by you at the start of, or during, employment correspondence with you
- interviews, meetings or other assessments
- Call recordings for quality purposes

Information we have collected about you such as:

- References from previous employers
- information from HMRC

Data is stored in a range of different places, including in your employee record file in Citizens Advice Dudley and Wolverhampton's HR management systems, Bright HR and in other IT systems such as Casebook, our server platform and cloud-based IT Infrastructure.

Why Citizens Advice Dudley and Wolverhampton processes personal data

Citizens Advice Dudley and Wolverhampton needs to process data to enter into an employment contract/volunteer agreement with you and to meet its obligations under your employment contract//volunteer agreement . For example, it needs to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer benefits, pension and insurance entitlements.

In some cases, Citizens Advice Dudley and Wolverhampton needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, Citizens Advice Dudley and Wolverhampton has a legitimate interest in processing personal data before, during and after the end of the employment relationship such as call recordings

Processing employee data allows Citizens Advice Dudley and Wolverhampton to:

- run recruitment and job change processes, including employment checks

- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace and outside of the workplace, such as social media
- operate and keep a record of employee performance and related processes for workforce planning purposes, personal development and relevant support
- operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled
- obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled
- operate and keep a record of other types of leave including but not limited to maternity, paternity, adoption, parental and shared parental leave, to allow effective workforce management, to ensure that Citizens Advice Dudley and Wolverhampton complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled
- ensure effective general HR and business administration
- provide references on request for current or former employees
- respond to and defend against legal claims
- maintain and promote equality in the workplace

Our lawful basis for using your information

Who has access to data

Your data will shared with:

- The Chief Executive, Directors, Head of Business Support, Head of Finance and Business Support administrators have access to personal and relevant special category data, as required for their respective roles
- The line management team has access to your contact details, emergency contacts, sickness records and performance data
- The line management team has access to some personal data, for example they will be able to view your appraisals.
- Citizens Advice nationally have access to some of your personal data such as contact information, job role and work patterns in order for you to use national systems such as Casebook, Connect, Jobtrain, OKTA.
- Citizens Advice Dudley and Wolverhampton uses an external organisation, Dudley Metropolitan Borough Council, to process your personal data for the payroll function
- Citizens Advice performance assessors may have view access to your staff and volunteers records to ensure that our management processes are robust

Citizens Advice Dudley and Wolverhampton shares your data with third parties in order to obtain pre-employment references from other employers, and obtain necessary criminal records checks from the Disclosure and Barring Service for certain roles. Citizens Advice Dudley and Wolverhampton may also share your data

with third parties in the context of a transfer of undertakings. In those circumstances the data will be subject to confidentiality arrangements.

If you have any questions about this, please use the contact details in the 'Your Rights' section.

Citizens Advice Dudley and Wolverhampton will not directly transfer your data to countries outside the European Economic Area.. National Citizens Advice systems do not transfer your data outside of the EEA.

Some special categories of personal data, such as data about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

Where Citizens Advice Dudley and Wolverhampton processes other special categories of personal data, such as data about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring. data that Citizens Advice Dudley and Wolverhampton uses for these purposes is anonymised or pseudonymised.

How Citizens Advice Dudley and Wolverhampton protects data

Citizens Advice Dudley and Wolverhampton take the security of your data seriously. Citizens Advice Dudley and Wolverhampton has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

All users are required to comply with the IT security policy and Acceptable Use policy for Casebook and social media List as required

Where Citizens Advice Dudley and Wolverhampton engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

How long Citizens Advice Dudley and Wolverhampton keeps data

Citizens Advice Dudley and Wolverhampton will hold your personal data for the duration of your employment. The periods for which your data is held after the end of employment are outlined in Citizens Advice Dudley and Wolverhampton's data retention policy; [CAD and W Data Retention Policy](#)

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data that identifies and relates to you, provided that there is no legal exemption for us to withhold disclosure
- require Citizens Advice Dudley and Wolverhampton to change incorrect or incomplete data. Professional opinions may remain on file if relevant
- Citizens Advice Dudley and Wolverhampton to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing

- object to the processing of your data where Citizens Advice Dudley and Wolverhampton is relying on its legitimate interests as the legal ground for processing
- ask Citizens Advice Dudley and Wolverhampton to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override Citizens Advice Dudley and Wolverhampton legitimate grounds for processing data

If you would like to exercise any of these right please email:
business.support@dudleycabx.org

If you believe that Citizens Advice Dudley and Wolverhampton has not complied with your data protection rights and you have raised it internally without success, you can [complain to the data Commissioner through the ICO website.](#)