

Data Protection Policy

1. Purpose

NOTE Windsor is committed to being transparent about how it collects and uses the personal data of its workforce, and to meeting its data protection obligations. This policy sets out our commitment to data protection, and individual rights and obligations in relation to personal data.

This policy applies to the personal data of job applicants, employees, workers, contractors, apprentices, and former employees, referred to as Human Resources - related personal data. This policy does not apply to the personal data of clients or other personal data processed for business purposes.

NOTE Windsor has appointed the Finance and Admin Manager as the person with responsibility for data protection compliance within the Company.

2. Definitions

"Personal data" is any information that relates to a living individual who can be identified from that information. Processing is any use that is made of data, including collecting, storing, amending, disclosing, or destroying it.

"Special categories of personal data" means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data.

"Criminal records data" means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings.

3. Data Protection Principles

The Company processes Human Resources - related personal data in accordance with the following data protection principles, that NOTE Windsor:

- processes personal data lawfully, fairly and in a transparent manner.
- collects personal data only for specified, explicit and legitimate purposes.
- processes personal data only where it is adequate, relevant, and limited to what is necessary for the purposes of processing.
- keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- keeps personal data only for the period necessary for processing.
- adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction, or damage.
- tells individuals the reasons for processing their personal data, how it uses such data and the legal basis for processing in its privacy notices. It will not process personal data of individuals for other reasons. Human Resources - related data will not be shared with third parties, except as set out in privacy notices.

Personal data gathered during the employment, worker, or contractor relationship, or apprenticeship is held in the individual's personnel file (in hard copy or electronic format, or both), and on Human Resources systems.

The periods for which the Company holds Human Resources related personal data are contained in its privacy notices to individuals.

NOTE Windsor keeps a record of its processing activities in respect of Human Resources - related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

4. Subject Access Requests

Individuals have the right to make a subject access request. If an individual makes a subject access request, NOTE Windsor will tell them:

- whether or not their data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from the individual.
- to whom their data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers.
- for how long their personal data is stored (or how that period is decided).
- their rights to rectification or erasure of data, or to restrict or object to processing.
- their right to complain to the Information Commissioner if they think we have failed to comply with their data protection rights; and
- whether or not NOTE Windsor carries out automated decision-making and the logic involved in any such decision-making.

We will also provide the individual with a copy of the personal data undergoing processing. This will normally be in electronic form if the individual has made a request electronically unless they agree otherwise. If the individual wants additional copies, we may charge a fee, which will be based on the administrative cost to the Company of providing the additional copies.

To make a subject access request, the individual should send the request to the Finance and Admin Manager. In some cases, the Company may need to ask for proof of identification before the request can be processed. We will inform the individual at this time, if they need to verify their identity.

The Company will normally respond to a request within a period of one month from the date it is received. In some cases, such as where we process large amounts of the individual's data, we may respond within three months of the date the request is received. NOTE Windsor will write to the individual within one month of receiving the original request to tell them if this is the case.

If a subject access request is manifestly unfounded or excessive, NOTE Windsor is not obliged to comply with it. Alternatively, the Company can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which we have already responded. If an individual submits a request that is unfounded or excessive, the Company will notify them that this is the case and whether or not the Company will respond to it.

5. Other Rights

Individuals have a number of other rights in relation to their personal data. They can require the Company to:

- rectify inaccurate data.
- stop processing or erase data that is no longer necessary for the purposes of processing.
- stop processing or erase data if the individual's interests override NOTE Windsor's legitimate grounds for processing data (where the Company relies on its legitimate

interests as a reason for processing data).

- stop processing or erase data if processing is unlawful; and
- stop processing data for a period if data is inaccurate or if there is a dispute about whether or not the individual's interests override the Company's legitimate grounds for processing data.

To ask us to take any of these steps, the individual should send the request to the Finance and Admin Manager.

6. Data Security

We take the security of Human Resources - related personal data seriously. NOTE Windsor has internal policies and controls in place to protect personal data against loss, accidental destruction, misuse, or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where the Company engages third parties to process personal data on its behalf, such parties 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.

7. Impact assessments

Some of the processing that we carry out may result in risks to privacy. Where processing would result in a high risk to individual's rights and freedoms, NOTE Windsor will carry out a data protection impact assessment to determine the necessity and proportionality of processing. This will include considering the purposes for which the activity is carried out, the risks for individuals and the measures that can be put in place to mitigate those risks.

8. Data breaches

If NOTE Windsor discovers that there has been a breach of Human Resources related personal data that poses a risk to the rights and freedoms of individuals, it will report it to the Information Commissioner within 72 hours of discovery. NOTE Windsor will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to the rights and freedoms of individuals, it will tell affected individuals that there has been a breach and provide them with information about its likely consequences and the mitigation measures it has taken.

9. International data transfers

NOTE Windsor will not transfer Human Resources - related personal data to countries outside the European Economic Area (EEA).

10. Individual responsibilities

Individuals are responsible for helping the Company keep their personal data up to date. Individuals should let NOTE Windsor know if data provided to us changes, for example if an individual moves to a new house or changes their bank details.

Individuals may have access to the personal data of other individuals and of our customers in the course of their employment, contract, or apprenticeship. Where this is the case, the Company relies on individuals to help meet its data protection obligations to staff and to customers.

Individuals who have access to personal data are required:

- to access only data that they have authority to access and only for authorised

purposes.

- not to disclose data except to individuals (whether inside or outside NOTE Windsor) who have appropriate authorisation.
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction).
- not to remove personal data, or devices containing or that can be used to access personal data, from NOTE Windsor's premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device.
- not to store personal data on local drives or on personal devices that are used for work purposes; and
- to report data breaches of which they become aware to the Finance and Admin Manager immediately.

Failing to observe these requirements may amount to a disciplinary offence, which will be dealt with under NOTE Windsor's disciplinary procedure. Significant or deliberate breaches of this policy, such as accessing employee or customer data without authorisation or a legitimate reason to do so, may constitute gross misconduct and could lead to dismissal without notice.

11. Training

Individuals whose roles require regular access to personal data, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

12. Employee Privacy Notice

NOTE Windsor collects and processes personal data relating to its employees to manage the employment relationship. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does NOTE Windsor collect?

We collect and process a range of information about you. This includes:

- your name, address, and contact details, including email address and telephone number, date of birth and gender.
- 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 with NOTE Windsor.
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover.
- details of your bank account and national insurance number.
- information about your marital status, next of kin, dependants, and emergency contacts.
- information about your nationality and entitlement to work in the UK.
- 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.
- assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence.

- information about medical or health conditions, including whether or not you have a disability for which NOTE Windsor needs to make reasonable adjustments.
- details of trade union membership; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.
- A Photo for the Human Resources system
- Facial recognition scanner is used for the Human Resources system to clock in and out

NOTE Windsor collects this information in a variety of ways. For example, data is collected through CVs; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment (such as benefit nomination forms); from correspondence with you; or through interviews, meetings, or other assessments.

In some cases, we collect personal data about you from third parties, such as references supplied by former employers.

Data is stored in a range of different places, including in your personnel file, in NOTE Windsor's

Human Resource management systems and in other IT systems (including NOTE Windsor's email system).

13. Why does NOTE Windsor process personal data?

We need to process data to enter into an employment contract with you and to meet our obligations under your employment contract. For example, we need to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer benefit and pension entitlements.

In some cases, NOTE Windsor 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, to enable employees to take periods of leave to which they are entitled, and to consult with employee representatives if redundancies are proposed or a business transfer is to take place. For certain positions, it is necessary to carry out criminal record checks to ensure that individuals are permitted to undertake the role in question.

In other cases, the Company has a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows us to:

- run recruitment and promotion processes.
- 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.
- operate and keep a record of employee performance and related processes, to plan for career development, and for succession planning and workforce management purposes.
- 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 maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that NOTE Windsor 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 Human Resources and business administration.
- conduct employee engagement surveys.
- provide references on request for current or former employees.
- respond to and defend against legal claims; and
- maintain and promote equality in the workplace.

Where NOTE Windsor relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

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

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Where NOTE Windsor processes other special categories of personal data, such as information about ethnic origin, sexual orientation health or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that NOTE Windsor uses for these purposes is anonymised or is collected with the express consent of employees, which can be withdrawn at any time. Employees are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

14. Who has access to data?

Your information will be shared internally, including with our Human Resources administrator, your line manager, managers in the business area in which you work and IT staff if access to the data is necessary for performance of their roles.

Your data may also be shared with employee representatives in the context of collective consultation on a redundancy or business sale. This would be limited to the information needed for the purposes of consultation, such as your name, contact details, role, and length of service.

NOTE Windsor shares your data with third parties in order to obtain pre-employment references from other employers and to obtain Human Resources advice from our external Human Resources Consultants.

We may also share your data with third parties in the context of a sale of some or all of its business. In those circumstances the data will be subject to confidentiality arrangements.

NOTE Windsor also shares your data with third parties that process data on its behalf for example: HMRC, payroll, the provision of benefits, pension provider, auditors, and the provision of occupational health services. (This list is not exhaustive)

NOTE Windsor will not transfer your data to countries outside the European Economic Area (EEA).

15. How does NOTE Windsor protect data?

NOTE Windsor takes the security of your data seriously. We have 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.

Where we engage third parties to process personal data on our 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.

16. For how long does NOTE Windsor keep data?

Category of Data	Retention Period
Job applications, CVs, and interview notes of successful job candidates	Duration of employment plus 6 years
Job applications, CVs, and interview notes of unsuccessful job candidates	6 months unless express consent is obtained in exceptional circumstances
Personnel file (paper and electronic)	Duration of employment plus 6 years
Records relating to sick leave and absence	For the duration of the sick leave/absence. If the absence is related to termination of employment, then the duration of employment plus 6 years
Criminal background checks	Retain on Personnel File if they relate to a successful candidate. If the checks relate to an unsuccessful candidate, then the retention period is 18 months
Disciplinary Notes	Retain on Personnel File or remove after fixed period of time communicated to the individual (e.g., written warning) unless related to termination – then duration of employment plus 6 years
Pension Information	Duration of employment plus 6 years

17. Your rights

As a data subject, individuals have a number of rights in relation to their personal data. You can:

- access and obtain a copy of your data on request.
- require the Company to change incorrect or incomplete data.
- require us 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 NOTE Windsor is relying on its legitimate interests as the legal ground for processing; and
- ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override NOTE Windsor's legitimate grounds for processing data.

18. What if you do not provide personal data?

You have some obligations under your employment contract to provide NOTE Windsor with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith.

You may also have to provide the Company with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable NOTE Windsor to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

19. Automated decision-making

Employment decisions are not based solely on automated decision-making



Karen Heath
Managing Director

