

Website Privacy Policy

At Right There, we are committed to maintaining the trust and confidence of our visitors to our website. We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how their personal information will be looked after and used. This Privacy Policy sets out how we collect and use personal information that we collect from visitors to our website.

Who we are

Right There (“we”, “us”, “our”) is a charity in Scotland and our registered charity number is SC017093. We are the controller and responsible for your personal information.

We have appointed a person with responsibility for data protection who is responsible for overseeing any data protection queries. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us using the contact details set out below.

David Pieroni
Right There
15 Dava Street
Glasgow
G51 2JA
E-mail: DataProtection@rightthere.org

Changes to this Privacy Policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on 1 April 2022. It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Further information of our processing

It is important that you read this Privacy Policy together with any other privacy policy or privacy notice we may provide on specific occasions when we are collecting or processing personal information about you so that you are fully aware of how and why we are using personal information. This Privacy Policy supplements our other notices and policies and is not intended to override them.

Links to Other Web Sites

This Privacy Policy may include links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share information about you. We do not control these third- party websites and are not responsible for their privacy policies. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Types of personal information we collect

Personal information, or personal data, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We may collect, use, store and transfer personal information about you which includes the following types of data:

- **Identity data** including name, title and gender;
- **Contact/query data** including address, email and content of any query ;
- **Financial data** including bank account and payment card details;
- **Transaction data** including details about payments;
- **Technical and browsing data** includes internet protocol (IP) address, browser type and version, browser plug-in types and versions, operating system and platform, and other technology on the devices used to access this website;
- **Usage data** including information about use of our website;
- **Marketing and communications data** including preferences in receiving marketing from us; and
- **Personal stories** including photos and stories of those we support, our staff, volunteers, or other people who are involved in the work we do. This may include the processing of special category data, and additional safeguards will be taken by us to protect such data.

We may also collect, use and share aggregated data such as statistical or demographic data for any purpose. aggregated data could be derived from personal information but is not considered personal information in law as this data will **not** directly or indirectly reveal your identity. For example, we may aggregate usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal information which will be used in accordance with this Privacy Policy.

If you fail to provide personal information

If we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you.

How we use your personal information

We may use your information to:

- Get in touch with you if you have signed up for one of our courses or events and/or to provide you with services, products or information and respond to your queries;
- Fundraise and process donations;
- Manage, administer and protect our charity and operations;
- Carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our programmes;
- Send you marketing and communications which you have requested or that may be of interest to you. These may include information about the vital work we do, campaigns, appeals, other fundraising activities, volunteering and support opportunities, and events;
- To comply with our legal obligations;
- To raise awareness and to promote our work;
- Dealing with issues and complaints and participating in legal proceedings;
- To monitor and improve the use of our website, products and services; and
- To deliver relevant website content and to understand the use of our website.

Marketing

We will only send you marketing and fundraising communications and newsletters if you have provided your consent. You may opt out of these communications at any time by clicking 'unsubscribe' or by contacting David Pieroni at DataProtection@rightthere.org.

Our legal grounds for processing

We have set out below the legal grounds we rely on to use and otherwise process personal information. We may process personal information using more than one lawful ground depending on the specific purpose for which we are using personal information.

Legitimate interest. We rely on legitimate interest, which is the interest of our charity in operating and managing our charity to enable us to provide the best service, assistance and information. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal information for our legitimate interests. We do not use your personal information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). For example we use legitimate interest in the following circumstances:

- To operate, administer, manage, develop, grow and raise funds for our charity;
- Promotion and developing marketing strategies;
- Keeping records;
- Understanding how our services and website are used and who our supporters are;
- Providing information about issues we care about such as homelessness and mental health;
- Running events and taking and using photos and/or films of attendees;
- Improving and developing our services; and
- Operating and ensuring security of our website.

Consent. In many cases, we will obtain your consent to process your personal information. For example, where we are required to obtain consent to send you direct marketing or where we use your personal stories. Where we use your personal stories, we always ensure you are made aware of what platforms they may be shared on.

Platforms that we share images on may include: internal newsletters, Facebook, Twitter, Instagram, and our website. You have the right to request that your personal information not be used on any or all of these platforms or to have personal identifiable details changed. We retain the rights to any images taken by us. You have the right to withdraw your consent at any time.

Performance of a contract. At times we may need to process personal information where this is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.

Legal obligation. In some cases we may be required to process personal information where the processing is necessary for us to comply with the law.

International Transfers

We do not transfer your information out with the UK or the EEA.

Disclosures of your personal information

We may disclose personal information for the purposes mentioned in this Privacy Policy to third parties, such as:

- Our suppliers and service providers such as IT service providers such as Google, Stripe and Mail Chimp.
- Our professional advisers.
- Where we are under a duty to disclose personal information to comply with a legal obligation (for example to regulators and other relevant authorities).

How does Right There protect data?

We have put in place appropriate security measures to prevent personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to personal information to those employees, agents, contractors and other third parties who have a valid need to know.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

For how long does Right There keep data?

We will only retain personal information for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain personal information for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation.

To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of personal information, the purposes for which we process the personal information and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

We review all the information set out in personal stories yearly and may contact you to ask if anything should be updated.

How to withdraw consent

You can withdraw consent, including request for your image, story or case study to be removed at any time. To do this, or to request further information, please contact David Pieroni, Head of Transformation, at DataProtection@rightthere.org.

Your rights

You have a number of rights which may be exercised in certain circumstances. You can:

- Request access to and obtain a copy of your data.
- Request Right There to change incorrect or incomplete data.
- Require Right There to delete or restrict the processing of your data, for example where the data is no longer necessary for the purposes of processing.
- Object to the processing of your data.
- Request restriction of processing your personal information.
- Request transfer of your personal information.
- Withdraw your consent.

If you would like to exercise any of these rights, please contact David Pieroni, Head of Transformation, who has been appointed as the person with responsibility for data protection compliance within Right There. They can be contacted at DataProtection@rightthere.org. Questions about this policy, or requests for further information, should be directed to them.

You also have the right to make a complaint to the Information Commissioner's Office, the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

COOKIES POLICY

We use a system of classifying the different types of cookies which we use on the website, or which may be used by third parties through our website. The classification was developed by the International Chamber of Commerce UK and explains more about which cookies we use, why we use them, and the functionality you will lose if you decide you don't want to have them on your device.

What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website, if you agree. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu

How long are cookies stored for?

Persistent cookies –

These cookies remain on a device for the period of time specified in the cookie (this is a maximum of 2 years). They are activated each time that the user visits the website.

Session cookies –

These cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies used on the Website

We use four categories of cookies:

Strictly necessary cookies

These cookies are essential for the operation of our website and in order to enable you to move around the website and use its features.

Performance cookies

These cookies collect information on the pages visited and how visitors use the website (for instance which pages visitors go to most often, and if they get error messages from web pages). We do not see information that identifies a visitor - all information these cookies collect is aggregated. It is used to improve how the website works.

Functionality cookies

These cookies remember choices you make to improve your experience.

These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog.

Third party cookies

These cookies allow third parties to track the success of their application or customise the application for you. For example, if you view a YouTube video embedded on our website or choose to 'share' content through Twitter or other social networks you might be sent cookies from these websites. We don't control the setting of these cookies, so please check those websites for more

information about their cookies and how to manage them. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in our cookies used on our site.

We use a third-party service, Google Analytics, to gather information on our visitors. This information helps us understand where our website traffic is coming from, what articles and sections of the site are being viewed and for how long. This is done through cookies and code which is embedded on our websites. This information is only presented to us in a way which does not identify anyone. We do not find out the identities of those visiting our website. For further information, please refer to our Cookies Policy below.

No cookies, please

You can choose which cookies we can set when you visit our website. Find out how to control and delete cookies in your browser. We have set up a plugin that allows you to control what cookies you want to accept. However, if you choose to refuse all cookies, our website may not function for you as we would like it to and you may not be able to access all of parts of our website.

Job/volunteering Application Privacy Notice

Data controller: Right There. This means that we decide how we hold and use personal data about you. When you apply for a role with us, this Privacy Notice makes you aware of how and why your personal data will be used and for how long it will be retained. It provides you with certain information that must be provided under data protection law.

As part of any recruitment process, Right There collects and processes personal data relating to applicants. Right There is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

How to contact us: For any data protection queries, please use the following details: David Pieroni, Head of Transformation, Right There
D.Pieroni@RightThere.org

What information does Right There collect?

Right There collects a range of information about you. This includes your name, title, address and contact details, including email address and telephone number. We also collect the following information:

- identity documentation;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which Right There needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK;
- references and information about criminal convictions and offences;
- special categories of data, such as information about health, ethnic origin, sexual orientation or religion or belief; and
- information you otherwise provide to us during the application and recruitment process (for example in an application form or during an interview).

Right There may collect this information in a variety of ways. For example, through application forms, CVs and cover letters (where accepted), obtained from your passport or other identity documents, collected through interviews or other forms of assessment during the recruitment process or otherwise provided by you.

Right There may also collect personal data about you from third parties, such as references supplied by former employers and information from employment background check providers in relation to criminal record checks.

Right There will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does Right There process personal data?

Right There needs to process data to consider applications and to take steps prior to entering, and in order to enter, into a contract with you. We will also use data to communicate with you.

In some cases, Right There needs to process data to ensure that it is complying with its legal obligations or regulatory requirements. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

Right There processes personal data to keep records related to its hiring processes. We also process data to allow us to manage the recruitment process, to assess and confirm a candidate's skills, qualifications and suitability for employment and decide to whom to offer a job. We may also need to process data from applicants to respond to and defend against legal claims.

Right There may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics and to ensure meaningful equal opportunity monitoring and reporting. We may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability.

Dependent on the role applied for, Right There may carry out checks and process information about criminal convictions and offences under the Protection of Vulnerable Groups (Scotland) Act 2007. For other posts where a high degree of trust and integrity is required for the role, such as finance or our people or other similar head office functions, Right There will carry out a Standard Disclosure Scotland Check. This information is processed by Disclosure Scotland, which is an Executive Agency of the Scottish Government and runs on behalf of Scottish Ministers. Membership or certificate number, date the check was carried out, and expiry date are all recorded on the password protected HR Management System. Certificates are stored in a secure filing system and destroyed and replaced after any update has been carried out. The certificates of those leaving the organisation will be destroyed one month after the leaving date.

If a relevant conviction is declared a Risk Assessment exercise may be undertaken by the line manager, which is then authorised by a senior manager. The risk assessment documentation will be retained with the certificate in a secure storage

system, separate from the employee file, for 3 years until the next scheduled update is carried out.

Right There will not use your data for any purpose that is inconsistent with the purposes outlined in this Privacy Policy.

Our legal grounds

Our legal grounds for processing personal data are as follows:

- Our legitimate interests which include recruitment and related decision making and conducting/defending claims and legal proceedings;
- Performance of a contract to which you are party or in order to take steps prior to entering into a contract; and
- Compliance with a legal obligation to which we are subject.

Our legal grounds for processing special categories of personal data are as follows:

- To carry out our obligations and exercise specific rights in relation to employment;
- Establishment, exercise or defence of legal claims;
- Substantial public interest (such as ensuring equality of opportunity or treatment).

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR department, interviewers involved in the recruitment process, managers in the business area with a vacancy and senior managers in this area.

Only the HR department have access to any relevant criminal information until after the short listing of application forms for interviews has been completed. Recruiting managers do not have access to any information gathered for the purposes of equal opportunities monitoring.

We may share personal data with our third-party service providers for the purposes mentioned in this Privacy Policy. After we make an offer of employment, we will then share your data with former employers to obtain references for you and with the Disclosure Scotland service to obtain necessary criminal records checks.

Right There will not transfer your data outside the UK or the EEA.

How does Right There protect data?

Right There takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

The steps taken to ensure data is protected are:

- Restricted Permission Access to electronic folders on the shared drive.
- Locked filing cabinets to store personal data, special categories of data and criminal record information.
- Local Restrictions on making copies, printing and transporting hard copies of personal data and confidential files.
- Local Restrictions on what information is appropriate to send electronically. Password Protection on emailed documents, which is disclosed separately to the intended recipient.
- Retention and cleansing timescales for data.
- Anonymising information gathered for equal opportunities monitoring.
- Secure destruction of personal data information after 6 months for unsuccessful candidates, and candidate data that has been sent electronically is deleted also within that timescale.

For how long does Right There keep data?

If your application for employment is unsuccessful, Right There will hold your data securely on file for a minimum of 6 months from the date we informed you. At the end of that period, your data is deleted or securely destroyed. Equal opportunities forms are destroyed within 6 months of recording.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your consent to retain your personal information for a fixed period on that basis. You have the right to withdraw consent at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your application and we will dispose of your personal data securely.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights which may be exercised in certain circumstances. You can:

- access and obtain a copy of your data on request;
- require Right There to change incorrect or incomplete data;
- request Right There to delete your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Right There is relying on its legitimate interests as the legal ground for processing;
- request the restriction of processing of your personal information; and

- request the transfer of your personal information to another party.

If you would like to exercise any of these rights, please contact David Pieroni, Head of Transformation, who has been appointed as the person with responsibility for data protection compliance within Right There. They can be contacted at DataProtection@rightthere.org. Questions about this policy, or requests for further information, should be directed to them.

If you believe that Right There has not complied with your data protection rights, you can complain to the Information Commissioner at www.ico.org.uk

What if you do not provide personal data?

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully.

Automated decision-making

Recruitment processes are not based solely on automated decision-making

Privacy Policy for employees, workers and volunteers

Right There collects and processes personal data relating to its employees to manage the employment relationship, as well as casual workers and volunteers. This Privacy Policy highlights our commitment to being transparent about why we gather this personal information, how we store, handle and share it and how we destroy it. We recognise everyone's right to privacy and that we have an obligation to protect this information.

Right There ("we", "us", "our") is a charity in Scotland and our registered charity number is SC017093. We are the controller and responsible for your personal information.

We have appointed a person with responsibility for data protection who is responsible for overseeing any data protection queries. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us using the contact details set out below.

David Pieroni
Right There
15 Dava Street
Glasgow
G51 2JA
Email: DataProtection@rightthere.org

Changes to this Privacy Policy and your duty to inform us of changes

This Privacy Policy does not form part of any contract of employment or other contract to provide services. We may update this Privacy Policy at any time but if we do so, we will provide you with an updated copy as soon as reasonably practical.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Further information of our processing

It is important that you read this Privacy Policy together with any other privacy policy or privacy notice we may provide on specific occasions when we are collecting or processing personal information about you so that you are fully aware of how and why we are using personal information. This Privacy Policy supplements our other notices and policies and is not intended to override them.

What types of information does Right There collect?

Personal information, or personal data, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We may collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- **Identity data** including name, title, gender, date of birth and identity documents;
- **Contact data** including address, email, telephone number as well as your emergency contact and their contact details;
- **Financial data** including bank account information, national insurance number, information about your remuneration and benefits;
- **Employment data** including terms of your employment, details of your qualifications, skills, experience, working pattern (days of work and working hours) and attendance at work, details of periods of leave taken by you including holiday, sickness absence, compassionate leave and unpaid leave and the reasons for the leave, disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence, performance assessments including appraisals, performance reviews and ratings, performance improvement plans and related correspondence, training sessions attended, results of e-learning training and evaluation feedback forms and employment history, including start and end dates with previous employers as well as references;
- **Household data** including details of children, marital status, dependents and next of kin;
- **Vehicle data** including vehicle insurance details, MOT and details of your driving licence where you use your own vehicle in the course of your duties.
- Information regarding nationality and entitlement to work in the UK.

We may also collect special category information. Where we process this data, additional safeguards will be taken to ensure the data is adequately protected and we comply fully with our obligations under data protection law. We may collect the following special categories of personal data:

- Health information including details of any medical conditions, as well as whether or not you have a disability for which we need to make reasonable adjustments;
- Information about criminal convictions and offences; and
- Information about your ethnic origin, sexual orientation, disability and religion or belief.

If you fail to provide personal data

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

- You have some obligations under your employment contract to provide Right There with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters. You also have to provide Right There with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide certain data may mean that you are unable to exercise your statutory rights. Also, certain information, such as

contact details, your right to work in the UK and payment details have to be provided to enable Right There to enter a contract of employment with you.

- For those who are undertaking lone working appointments, details of personal appearance, safety device tracking number and any other relevant information, for our lone working safety device;

How is your personal data collected?

Right There may collect this information in a variety of ways. For example, data might be collected through application forms, 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, Right There may collect personal data about you from third parties, such as references supplied by former employers, occupational health practitioners or your own medical practitioner, and information from criminal records checks. We will collect additional personal information in the course of job-related activities throughout the period of you working for us.

Data will be stored in a range of different places, including in your personnel file, in Right There's online HR management systems and in other IT systems on Right There's server (including Right There's email system).

Our purposes and legal grounds for processing

We have set out below the legal grounds we rely on to use and otherwise process personal information.

We may process personal information using more than one lawful ground depending on the specific purpose for which we are using personal information.

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

In some cases, Right There 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. We also process data to comply with duties in relation to individuals with disabilities and to ensure that Right There 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.

Right There has a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows Right There to:

- run recruitment and promotion processes;
- to fulfil our statutory reporting duties;
- to achieve our aim of establishing an inclusive environment and equal opportunities monitoring;
- 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 provide support for employees to effectively manage long and short term absence;
- to maintain the safety of staff undertaking lone working appointments;
- operate and keep a records;
- ensure effective general HR and business administration;
- to monitor learning and development and measure the effectiveness of training courses;
- provide references on request for current or former employees; and
- respond to and defend against legal claims.

We may also use personal information in rare cases where we need to protect your vital interests (or someone else's).

Special categories of personal information

We may process special categories of personal information where we need to carry out our legal obligations or exercise rights in connection with employment, for example for the following purposes:

- to ensure your health and safety in the workplace;
- to assess your fitness to work;
- to provide appropriate workplace adjustments and to ensure that we comply with duties in relation to individuals with disabilities;
- to monitor and manage sickness absence; and
- to administer benefits including statutory maternity pay and statutory sick pay.

We will also use this type of information:

- in limited circumstances, with explicit consent (however giving consent is not a condition of employment);

- where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme;
- where it is needed in relation to legal claims;
- where it is necessary to protect you or another person from harm;
- where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent; or
- where you have already made the information public.

Absence data is held securely on the HR Management system and is confidentially destroyed or deleted after 2 rolling years. The employee's manager and the HR Department have access to this information on the system, through a secure log in.

Medical or Occupational Health reports are retained in the employees personal file for a rolling 2 year period from the date it was obtained or the duration of employment if we have a duty to make reasonable adjustments. Access to this information is restricted to the HR Department. Where appropriate, medical information will be shared with management to implement reasonable adjustments or support relating to medical conditions or to manage health and safety. Information relating to employee's health condition will be shared with our Occupational Health provider should a medical referral be requested.

Covid vaccinations and testing information will also be processed to meet our obligations under health and safety law to ensure a safe working environment. This data will be stored in the HR Management System and can only be accessed by the HR Department and the employee's manager. This data will be destroyed after 2 rolling years, however this will be reviewed on an ongoing basis.

Information about criminal convictions

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. For some roles, Right There is obliged to seek information about criminal convictions and offences for successful job applicants and do 3 yearly update checks for current employees. This information is processed by Disclosure Scotland, which is an Executive Agency of the Scottish Government and runs on behalf of Scottish Ministers. Where Right There seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to statutory legal obligations and the requirements of our regulatory bodies.

Membership or certificate number, date the check was carried out, and expiry date are all recorded on the password protected HR Management System. Certificates are stored in a secure filing system and destroyed and replaced after any update has been carried out. The certificates of those leaving the organisation will be destroyed one month after the leaving date.

If a relevant conviction is declared, a Risk Assessment exercise is undertaken by the line manager, which is then authorised by a senior manager. The risk assessment documentation will be retained with the certificate in a secure storage system, separate from the employee file for 3 years until the next scheduled update is carried out.

If the outcome of a risk assessment results in the termination of employment, the Risk Assessment paperwork will be retained for 7 years after employment has ended. Right There may also be legally required to share details of dismissal or termination of employment with Disclosure Scotland, Care Inspectorate and Scottish Social Services Council.

International data transfers

We do not transfer your data out with the UK or the EEA for any purpose.

Who has access to data?

Your information may be shared internally, including with members of the HR Department and Finance Department your line manager or senior managers in the area in which you work if access to the data is necessary for performance of their roles.

Right There shares your data with third parties in order to obtain and provide pre-employment references from other employers, obtain necessary criminal records checks from the Disclosure Scotland Service. The organisation may also be required to share your details with the Scottish Social Services Council when you apply for or renew your registration with them. The organisation may also be obliged to make a referral to SSSC or Disclosure Scotland as part of the Discipline, Performance or Absence Management process.

Right There also shares your data with processors and service providers, for example in connection with payroll, IT and telecommunications, with regulatory bodies and with the providers of benefits, training, health and safety and the provision of occupational health services. These parties include:

- Right There Management Accounting and Payroll systems
- Right There Banking system
- HMRC
- You Manage HR System
- Safeshores Monitoring Limited
- External Occupational Health Providers
- Scottish Widows Pension Provider
- The People's Pension Provider
- YMCA Group Life Assurance
- External Counselling Service
- Our external IT services
- Scottish Social Services Council
- Disclosure Scotland
- Care Inspectorate
- Scottish Qualifications Authority
- External Vocational Qualification Providers
- External Telecommunications Provider
- Charity Learning Consortium E-learning Platform

How does Right There protect data?

Right There takes the security of your data seriously. Right There 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 and any permitted third parties.

The steps taken to ensure data is protected are:

- Restricted Permission Access to electronic folders on the shared drive.
- Personal password protection on HR Management System, Finance and Payroll Systems, and Operational Management Systems.
- Locked filing cabinets to store personal data, special categories of data and criminal record information.
- Local Restrictions on making copies, printing and transporting hard copies of personal data and confidential files.
- Local Restrictions on what information is appropriate to send electronically.
- Password Protection on emailed documents, which is disclosed separately to the intended recipient.
- Retention and cleansing timescales for data.
- Secure destruction of personal data information.
- Redacting any information regarding the identity of the individual where appropriate.

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

For how long does Right There keep data?

Right There will hold your personal data during and after the end of employment as set out in the relevant retention periods, outlined in the Data Protection Policy.

Your rights

You have a number of rights which may be exercised in certain circumstances. You can:

- Request access to and obtain a copy of your data.
- Request Right There to change incorrect or incomplete data.
- Require Right There to delete or restrict the processing of your data, for example where the data is no longer necessary for the purposes of processing.
- Object to the processing of your data.
- Request restriction of processing your personal information.
- Request transfer of your personal information.
- Withdraw your consent.

If you would like to exercise any of these rights, please contact David Pieroni, Head of Transformation, who has been appointed as the person with responsibility for data protection compliance within Right There. They can be contacted

at DataProtection@rightthere.org. Questions about this policy, or requests for further information, should be directed to them.

You also have the right to make a complaint to the Information Commissioner's Office, the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Automated decision-making

Employment decisions are not based solely on automated decision-making.