

Privacy Notice

Who we are and what we aim to achieve

H4All is the service delivery brand of **Third Sector Together North West London (3ST) CIO: 1182593**.

Data Handling

While H4All will be responsible for following appropriate procedures in handling your personal data, any complaints or concerns regarding data privacy will be managed by 3ST.

About us

H4All's delivery works in partnership with five prominent third sector charities; Age UK Hillingdon, Harrow & Brent, DASH, Carers Trust Hillingdon & Ealing, Harlington Hospice and Hillingdon Mind.

The aim of H4All is to develop collaborative services that improve the health and wellbeing of residents in Hillingdon, simplify access to the resources provided by third sector organisations and promote community-based asset development.

H4All is a partner in the local Hillingdon Health and Care Partnership (HHCP) which includes the Hillingdon Primary Care Confederation as well as the local NHS foundation trusts which provide community care services and hospital care.

This privacy notice is a statement of how H4All collect and use personal data about you during and after your working relationship with us, and how H4All applies data protection principles to processing individual data of data subjects including employees, trustees, volunteers and other relevant stakeholders. H4All encourage you to read this notice carefully, together with any other Privacy Notice we may provide, so that you are aware of how and why we are using such data. It applies to all employees, workers, volunteers and contractors.

All data held and used by H4All is compliant with General Data Protection Regulations (GDPR) which govern what is done with data and what rights individuals have in relation to their data.

The GDPR provides the following rights for individuals (in certain circumstances):

- The right to be informed about collection and use of data.
- The right of access to personal data and additional information stored.
- The right to rectify any of your data stored you feel is inaccurate or incomplete.
- The right to have your data removed from our systems.
- The right to restrict processing of your data.
- The right to transfer your data to another organisation - for information you have given H4All.
- The right to object to any processing of your data.
- The right to restrict automated decision making and profiling.

For the purposes of this Privacy Notice, the terms 'process', 'processed' or 'processing' apply to any activity involving data, such as Collecting, Storing, Sharing, Removing or Destroying.

1: Your Data

1 (a) What is Data and what Data we may process

The types of data we may process includes, but is not limited to:

<p>Personal data is any information related to a natural person, that can be used to directly or indirectly identify the person. Employers can keep this data about their employees without their permission. H4All collect the following data:</p>	<p>Special category data is personal information that is considered more sensitive and needs more protection under the GDPR. Employers need their employees consent to keep this type of data. H4All collect the following data:</p>
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<ul style="list-style-type: none"> • Name • Telephone number / Emergency contact details • Home / Business address • Bank Account / Financial details / Tax code • Passport / Driver license / NI number • Photographs • Employment terms and conditions • Employment History with the organisation • Start date / Leaving date and your reason for leaving • Training records and professional memberships • Compensation history • Disciplinary and Grievance records • Absence records (sick / holiday leave) • Any work-related accidents/injuries • Education and qualifications • Recruitment information • Work experience • Results of HMRC employment status check, details of your interest in and connection with the intermediary through which your services are supplied • Performance information • IP address 	<ul style="list-style-type: none"> • Gender • Sexual history / Orientation • Marital status • Race / Ethnicity • Religion • Main Language spoken • Health / Medical / Injury • Disability • Living Arrangement/Accommodation Type • Genetic/Biometric • Location/Geotag • Political membership or opinions • Trade union membership • Criminal Records
<ul style="list-style-type: none"> • CCTV footage and other information obtained through electronic means such as swipe card records • Information about your use of our information and communications systems 	

If you are a temporary employee, contract worker or consultant, the type of personal information we process is limited to that needed to manage your specific work assignment.

1 (b) What other Data is stored?

A record of supervisions, appraisals, grievances or disciplinaries will be kept securely, and only contain factual, clear and relevant accounts of interactions between the data subject and H4All. These records do not contain opinions or subjective statements; only relevant and appropriate notes on support and interactions.

1 (c) Why we collect your Data?

H4All collect personal data about our employees, workers, volunteers and contractors when it is necessary for the legitimate interests of the organisation, for compliance with a legal obligation and for the performance of a contract to which the data subject is a party.

Personal data will typically be collected through the application and recruitment process in order to determine your suitability for a specific role and to comply with our legal obligations under employment contract law.

If you are accepted for a role with H4All, the data collected during the recruitment process will form part of your ongoing employee record. Personal data will be processed to manage all aspects of employment, such as your contract, payroll, pension contribution and details of dependents for emergency contact and benefits purposes.

Where we process special categories of personal data, this is done for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is only collected with the express consent of data subjects, which can be withdrawn at any time.

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 your health and safety).

H4All will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an

unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with this Privacy Notice, where this is required or permitted by law.

1 (d) How we may collect your Data?

H4All collect data either directly from employees (or candidates) or sometimes from an employment agency or background check provider. H4All may also collect additional information from third parties including former employers, credit reference agencies and

the Disclosure and Barring Service. H4All will also collect additional personal information in the course of job-related activities throughout the period of you working for us.

1 (e) How we may use your Data?

H4All will only use your personal data when the law allows us to and as detailed in the Schedule to this notice.

Where we use your personal data to pursue the legitimate interests of the business, we will only do so provided your interests and fundamental rights do not override those interests.

1 (f) Where your Data will be stored?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Your data will be stored on secure electronic, cloud-based systems. Any hard copy paper records are stored in an appropriate lockable cupboard or cabinet.

Your data is stored in accordance with the HR and data protection principles of the parent organisation you are seconded from. Please refer to their Employee Privacy Notice for further information.

Your data is never left unattended.

1 (f) How long your data will be stored?

Your data will be stored in accordance with applicable laws and organisational policies and kept for as long as is needed to carry out the purposes described in this notice or as otherwise required by law.

Your data will not be kept for longer than is necessary. Generally, this means your data will be retained until you are no longer actively employed by H4All plus a reasonable period of time thereafter for future reference, either in relation to legal, health, financial or administrative matters.

H4All will periodically review the data we hold to ensure it is adequate, relevant and up to date and remove or anonymise it when it is no longer needed.

Please see the schedule attached to this Privacy Notice for further information.

1 (g) How can you access, update or delete your data?

You have the right to make a '*subject access request*' allowing you to have free of charge copies of your personal data (as well as other supplementary information) and/or the right to 'Rectify' your data on our system.

To make this request, contact H4All directly either verbally or in writing, outlining the reason for your request. H4All will then respond to this request within one month and will detail how you will receive this data.

Please note you may not have the right to have your data erased, data portability or the right to object if this is in conflict with any relevant laws, regulations or judicial authorisation.

1 (h) What is a Data Controller & Data Processor?

Data Controller – A person or organisation that is responsible for your data, who must ensure that your data is processed according to the law and data processing principles. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure.

Data Processor - A person or organisation who processes data on behalf of and on the orders of a controller. For example, sharing your payroll information with HMRC.

For the purposes of your data H4All is both the Data Controller and the Data Processor.

2: Lawful Basis for Processing Data

When H4All process your data, we will make sure this is only done in accordance with at least one of the legal grounds available under Data Protection law - this is known as a 'Lawful Basis' for processing data.

The Lawful Basis requires that the data H4All process about you to be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that H4All have clearly explained to you and not used in any way that is different from those purposes.
3. Appropriate to the purposes we have described to you and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept for the purposes we have described to you and for not longer than is necessary.
6. Kept securely and in confidence.

2 (a) Legal Obligation

H4All uses Legal Obligation as its main lawful basis for processing data for employees, workers, contractors, volunteers and other relevant stakeholders. This means H4All processes your personal data where it is considered necessary for complying with laws and regulations, including collecting and disclosing employee personal information as required by law (e.g. for tax, health and safety, anti-discrimination laws), under judicial authorisation, or to exercise or defend our legal rights. Where this is the case you may not have the right to erasure, right to data portability, or right to object.

2 (b) Contract

H4All also uses Contract as a lawful basis for processing data for employees, workers, contractors, and other relevant stakeholders. This means H4All need to share your personal data in order to fulfil the employment contract, for example to pay the employee for work undertaken.

2 (c) Legitimate Interest

H4All also uses legitimate interest as a lawful basis for processing data for employees, workers, contractors, and other relevant stakeholders. Legitimate Interest could be used when the processing is not required by law but is of a clear benefit to you or others; there is limited privacy impact on the individual; the individual would reasonably expect H4All to use your data in that way; and you are unlikely to object to the processing.

2 (d) Can you withhold or withdraw information or consent?

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).

H4All do not need your consent if we use your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If H4All do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with H4All that you agree to any request for consent from us.

3 (e) Consent to Share your data

H4All will only use your personal data when the law allows us to and as detailed in the Schedule to this Privacy Notice.

H4All will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

We require third parties to respect the security of your data and to treat it in accordance with the law. All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

H4All will not share your data with other organisations for any purposes.

3: Accessibility

This notice can be made available in different languages and larger fonts. Please contact the H4All office for further information.

4: How to contact 3ST or make a Complaint

If you wish to make a complaint, please direct it to 3ST.

3ST treat all complaints seriously and fairly, whether the complaint was sent by email or letter.

- We deal with all complaints promptly and will contact you with acknowledgement of a written complaint within 5 working days
- We will send you a full reply within 30 working days of receipt
- If we are unable to contact you with a full reply within those 30 days we will tell you the reason why and inform you of when we will reply in full.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the data protection requirements outlined in our Information Governance Policy.

How to complain

You must make a complaint in writing, either by email or letter.

- **Email:** engagement@3stnwl.org.uk
- **Address:** Key House | 106 High Street | Yiewsley | Middlesex | UB7 7BQ

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

You can contact the Information Commissioner by Telephone: 0303 123 1113 (local rate) or by email at casework@ico.org.uk. Alternatively, you can write to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The Information Commissioner's website has more information about data protection and your rights.

5: H4All Contact Details

Address: Key House | 106 High Street | Yiewsley | Middlesex | UB7 7BQ

To contact different departments within H4All please visit our website:
www.h4all.org.uk/contact-us

6: Changes to the Privacy Notice

H4All keep our Privacy Notices under regular review. This privacy notice was last updated on 16th April 2025.

PRIVACY NOTICE SCHEDULE

Schedule Category of personal data	Disclosure recipients	Purpose of processing	Legal basis of processing	Assessment of employees' / volunteers' interests	Time limit for deletion
<i>Contact/bank details (name, address, Tel email/bank account details/ Passport or driver licence number/NI number/photograph)</i>	<i>Members of the organisation who supervise or are involved in the service provision and payroll functions/ pension providers/ Legal/HR advisors/ potential employers</i>	<i>To ensure correct and legal information under contract of employment and with legislative bodies such as HMRC. To enable payment of salary/wages/NI/tax/ pension contributions/ expenses</i>	<i>Necessary for the performance of a contract to which the data subject is a party</i>	<i>Impact on data subject rights and freedoms is very low</i>	<i>Six years after employment ceases</i>
<i>Disciplinary and grievance records</i>	<i>Members of your organisation who may be involved in investigating and/or determining a grievance/disciplinary Legal/HR advisors/ potential employers</i>	<i>To ensure employees have access to effective recourse if they have any concerns about their employment</i> <i>To take appropriate action in the event of any conduct or performance concerns</i> <i>To maintain appropriate levels of conduct and performance</i>	<i>Necessary for the performance of a contract to which the data subject is a party</i> <i>Necessary for the legitimate interests of the organisation</i>	<i>Impact on data subject rights and freedoms is very low</i> <i>Processing is in data subject interests</i>	<i>Six years after employment ceases</i>

<i>Absence records (holiday and sickness)</i>	<i>Members of the organisation who supervise and/or may be involved in performance monitoring/payroll/ Legal/HR advisors/ potential employers</i>	<i>To maintain appropriate levels of conduct and performance To take appropriate action in the event of any conduct or performance concerns</i> <i>To maintain appropriate levels of conduct and performance</i>	<i>Necessary for the performance of a contract to which the data subject is a party</i> <i>Necessary for the legitimate interests of the organisation</i>	<i>Impact on data subject rights and freedoms is very low</i> <i>Processing is in the data subject interests</i>	<i>Six years after employment ceases</i>
<i>Medical information</i>	<i>Members of your organisation who may be involved in managing absence</i> <i>Payroll provider</i> <i>Legal/HR advisors</i>	<i>To ensure employees' /volunteers legal rights are met</i> <i>To protect employees' /volunteer's health and safety</i> <i>To take appropriate action in the event of any concerns about an employee's attendance and/or health</i> <i>To plan staffing levels and any necessary absence cover</i>	<i>Necessary for the performance of a contract to which the data subject is a party</i> <i>Necessary for compliance with a legal obligation</i> <i>Necessary for the legitimate interests of the organisation</i>	<i>Impact on data subject rights and freedoms is very low</i> <i>Processing is in data subject interests</i>	<i>Six years after employment ceases</i>

<i>Criminal Records Information</i>	<i>Members of the organisation who may be involved in recruitment and/or supervision of data subject//Legal/HR Advisors/Disclosure and Barring Service/ Police/Safeguarding Teams</i>	<i>To ensure legal rights are met</i> <i>To protect clients/ others involved in client care</i> <i>To take appropriate action in the event of any concerns raised about an employee/ volunteer</i>	<i>Necessary for the performance of a contract to which the data subject is a party</i> <i>Necessary for compliance with a legal obligation</i> <i>Necessary for the legitimate interests of the organisation</i>	<i>Impact on data subject rights and freedoms is low</i>	<i>Six years after employment ceases</i>
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