

**FAIR PROCESSING NOTICE TO THE EMPLOYEES OF
NTW SOLUTIONS LIMITED**

**THIS NOTICE IS NOT APPLICABLE TO CUMBRA NORTHUMBERLAND, TYNE
AND WEAR (CNTW) NHS FOUNDATION TRUST EMPLOYEES**

INTRODUCTION

NTW SOLUTIONS LIMITED is registered as a Data Controller with the Information Commissioner's Office (registration number ZA238704).

NTW Solutions is committed to protecting the personal information of its employees. The purpose of this Notice is to notify you of the way NTW Solutions collect, protect and handle your personal information.

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WHAT PERSONAL INFORMATION DO WE PROCESS?

In the course of your recruitment and employment with NTW Solutions, we may have collected information about you and your working relationship with us. This information may be collected electronically or in a paper format record. All this information is called “**personal information**”. It includes, but is not limited to, the following types of information:

- Your name, contact details, gender, date of birth, nationality, national insurance number, your photograph, your marriage/partnership status and any dependents.
- Details of any leave you are entitled to, or have taken (including holiday, sickness absence and carers leave)
- Details of your right to work in the UK (including a photocopy of your passport or other immigration document)
- Details of your salary, bank details and any necessary tax reporting information
- Details of your role, employment arrangements (i.e., working hours, part-time arrangements), length of service
- Details of your qualifications, employment history, education and other relevant skills (i.e., the information provided when you joined NTW Solutions and annual appraisals, personal development and training records.

This also includes information which attracts additional protections, which is called “**special categories of personal data**”, previously referred to as sensitive personal data. Special category personal data includes:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- The processing of genetic data
- Biometric data for uniquely identifying an individual.
- Data concerning health, or
- Data concerning an individual's sex life or sexual orientation.

HOW DO WE COLLECT YOUR INFORMATION

We collect personal information from a number of different sources, including:

- Directly from you. For example, when you provide NTW Solutions with

information, submit a query to us including by email or post or use CNTW Trust Systems as part of your employment.

- Images and video from CCTV cameras on CNTW Trust premises.
- Images and video from body worn cameras and vision-based patient monitoring systems within specific inpatient services.
- Other organisations, such as previous employers, professional bodies.
- Government agencies such as the Police and local authorities

WHY DO WE COLLECT YOUR INFORMATION

We may use your information for a number of different purposes. For each purpose we must have a “legal ground” to use your personal information in such a way.

When the information that we process is classed as sensitive personal information/ special categories of personal data, we must have a specific, additional “legal ground” to process such information.

Generally, we will rely on the following “legal grounds”, as appropriate:

- We need to use your personal data in order to carry out our obligations in your contract of employment.
- We have a legal or regulatory obligation to use such personal information. For example, where our regulators require us to hold certain records of our dealings with you.
- We need to use your personal information for the performance of a task carried out in the public interest or in the exercise of our official authority.
- We need to use such personal information to establish, exercise or defend our legal rights. This might happen when we are faced with legal proceedings or want to bring legal proceedings ourselves.
- You have consented to the use of your personal data (e.g. in relation to how you would like to receive communications from NTW Solutions). We will always explain why your consent is necessary.
- Necessary for the purposes of legitimate interests.

- We need to use your personal data in order to comply with our employment law obligations.
- We need to use your personal data for reasons of substantial public interest such as to comply with legal obligations or for Safeguarding purposes.

You will find further details of our “legal grounds” for each of our processing purposes set out below.

General Management of Work Activities and Personnel

To include recruitment, appraisals, performance management, staffing decisions, administering salary, deciding on salaries and other remuneration, administering benefits such as salary sacrifice and Library & Knowledge Services, pension, training and periods of leave, providing references, transfer of your employment data if you move to another NHS organisation (streamlining), managing disciplinary and grievance processes, security challenges in respect of systems access, management of IT systems, making reasonable adjustments to accommodate a disability, making travel arrangements and in commercial deals such as delivering services to other organisations.

Legal grounds:

- The use is necessary for compliance with a legal obligation to which NTW Solutions is subject.
- Necessary for the performance of your contract of employment with NTW Solutions
- Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Necessary for the purposes of legitimate interests
- You have given us your consent.

Additional legal grounds for sensitive personal information / special categories of personal data:

- We need to use the information for reasons of substantial public interest.
- The use is necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.

Ensuring Business Continuity

To include maintaining business records, strategic planning and management and ensuring NTW Solutions delivers services in accordance with regulatory and/or professional standards.

Legal grounds:

- The use is necessary for compliance with a legal obligation to which NTW Solutions is subject.
- The use is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Additional legal grounds for sensitive personal information / special categories of personal data:

- We need to use the information for reasons of substantial public interest.
- Necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.

Complying with Legal and Regulatory Requirements

To include making tax and national insurance deductions, complying with audits, defending or pursuing litigation and our other record keeping and reporting obligations.

Legal grounds:

- The use is necessary for compliance with a legal obligation to which NTW Solutions is subject.
- Necessary for the performance of your contract of employment with NTW Solutions
- The use is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Additional legal grounds for sensitive personal information / special categories of personal data:

- We need to use the information for reasons of substantial public interest.

- Processing is necessary for reasons of public interest in the area of public health, such as ensuring high standards of quality and safety of health care.
- Necessary for the purposes of complying with our employment law obligations.

Safeguarding purposes (for example, in order to ensure the health and safety of an individual)

Legal grounds:

- The use is necessary for compliance with a legal obligation to which NTW Solutions is subject.
- We need to use the information to protect your vital interests or the vital interests of a third party.
- The use is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Additional legal grounds for sensitive personal information:

- We need to use the information to protect your vital interests, or the vital interests of a third party and you or the third party are physically or legally incapable of giving consent.
- The use is necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.
- We need to use the information for reasons of substantial public interest.

Preventing and investigating fraud or the prevention and detection of crime. This might include sharing your personal information with third parties such as the police or fraud prevention agencies, for example, NHS Counter Fraud Authority or Audit One

Legal grounds:

- The use is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in NTW Solutions

- Legitimate interests
- You have given us your consent.

Additional legal grounds for sensitive personal information:

- We need to use the information for reasons of substantial public interest.
- You have given explicit consent.

WHO DO WE SHARE YOUR INFORMATION WITH?

We may share your personal information with others. We will keep your personal information confidential and only share it with those listed below for the purposes explained in the previous section.

- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Capsticks (Disciplinary and Grievance)
- Professional bodies (GMC, NMC)
- Department of Health
- NHS England
- References to other organisations/TUPE
- Disclosure and Barring Service (DBS)
- Occupational Health (Optima/Staff Psychological Wellbeing Service)
- Safeguarding Local Authority
- Police
- Fraud detection agencies and other third parties who operate and maintain fraud detection registers.
- Professional advisors such as accountants and solicitors
- AuditOne

What marketing or fundraising activities do we carry out?

Your personal information will only be used for the above purposes. It will never be used for marketing purposes without your specific prior consent.

What automated decision-making ('profiling') do we carry out in relation to your personal information?

An automated decision is a decision made by computer without any human input. NTW Solutions currently do not carry out automated decision-making ('profiling') in respect of your personal information.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We will only keep your personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this Notice and to comply with our legal and regulatory obligations.

The exact time period will depend on your relationship with us and the type of personal information we hold.

NTW Solutions follows the Records management: NHS code of practice ([Records Management Code of Practice 2021 - NHS Transformation Directorate \(nhsx.nhs.uk\)](https://nhs.uk/records-management-code-of-practice-2021)).

A hard copy is available on request. This provides further information regarding the periods for which your personal information will be stored and explains where the requirements may vary for some types of record.

If you require any further information about the periods for which your personal information is stored, please contact us using the details below.

INTERNATIONAL DATA TRANSFERS

NTW Solutions (and third parties acting on its behalf) does not currently store or process information that we collect about you in countries outside the United Kingdom (UK). However, if this changes NTW Solutions will take the required steps to ensure that your personal information is protected.

YOUR RIGHTS

Under data protection law you have certain rights in relation to the personal information that we hold about you. These include rights to know what information we hold about you and how it is used.

You may exercise these rights at any time.

To request a copy of your records, we welcome you to use our [secure online portal](#) . This is a free service.

Further information can be found on our [Accessing Your Health Records Page](#) or by contacting the Trusts Disclosure Team:

Disclosures@CNTW.nhs.uk

Disclosures Department
St Nicholas Hospital
Jubilee Road
Gosforth NE3 3XT
Phone: 0191 2466896

Please note that you will need to provide something to help us identify you, such as a copy of your driving license or passport and something with your name and address on such as a utility bill.

You should normally have access to your information within one month of receipt of a valid request for access to information and there will not usually be a charge for handling a request to exercise your rights.

If we do not comply with your request to exercise your rights we will usually tell you why.

If you make a large number of requests or it is clear that it is not reasonable for us to comply with a request then we do not have to respond. Alternatively, we can charge for responding.

Your rights include:

The Right to Access Information

You are usually entitled to a copy of the personal information we hold about you and details about how we use it.

Your information will usually be provided to you in writing, unless otherwise requested. If you have made the request electronically (e.g. by email) the information will be provided to you by electronic means where possible.

Please note that in some cases we may not be able to fully comply with your request, for example if your request involves the personal data of another person and it would not be fair to that person to provide it to you, or disclosure would cause you or a third party serious harm.

You are entitled to the following under data protection law:

- We must usually confirm whether we have personal information about you. If we do hold personal information about you, we usually need to explain to you:
 - The purposes for which we use your personal information.
 - The types of personal information we hold about you.
 - Who your personal information has been or will be shared with, including in particular organisations based outside the UK.
 - If your personal information leaves the UK, how we make sure that it is protected.
 - Where possible, the length of time we expect to hold your personal information. If that is not possible, the criteria we use to determine how long we hold your information for
 - If the personal data we hold about you was not provided by you, details of the source of the information.
 - Whether we make any decisions about you solely by computer and if so, details of how those decision are made and the impact they may have on you
 - Your right to ask us to amend or delete your personal information.
 - Your right to ask us to restrict how your personal information is used or to object to our use of your personal information.
 - Your right to complain to the Information Commissioner's Office
 - We also need to provide you with a copy of your personal data.

The Right to Rectification

We take reasonable steps to ensure that the information we hold about you is accurate and complete. However, if you do not believe this is the case, you can ask us to update or amend it. There are some exceptions to this right which can be applied by NTW Solutions, for example where it is necessary for the performance of a task carried out in the public interest or in the exercise of NTW Solutions' official authority. In some circumstances NTW Solutions may rectify your information, by adding a supplementary statement to your records setting out what you consider to be incorrect.

The Right to Erasure (otherwise known as the "right to be forgotten")

In some circumstances, we must delete your personal information if you ask us to. We do not have to comply with all requests to delete personal information. For example, we do not have to comply if we need to retain your personal information in case you make a legal claim against us.

The Right to Restrict Processing

You also have the right to restrict processing in certain circumstances, for example where you think that the personal information, we hold about you may be inaccurate or where you think that we no longer need to use your personal information. If you exercise this right then NTW Solutions will stop any further processing but may continue to store your personal data. There are exceptions to this right which can be applied by NTW Solutions, for example if this is necessary to defend a legal claim brought against us.

The Right to Notification

NTW Solutions have a duty to ensure that you are notified of specific activities and that any third parties are notified if you exercise any of your rights (i.e. alter, restrict) in a way which may be relevant to them.

The Right to Object to Marketing

You can ask us to stop sending you marketing messages at any time and we must comply with your request.

The Right to Object to Processing

In some circumstances you have the right to object to our use of your personal information and we must stop using it in that way. Even these cases, we sometimes can continue to use your personal information, for example if this is necessary to defend a legal claim brought against us.

The Right not to be Subject to Automated Decisions (i.e. decisions that are made about you by computer alone)

You have a right to not be subject to automatic decisions (i.e. decisions that are made about you by computer alone) that have a legal or other significant effect on you.

However, NTW Solutions does not currently make automated decisions.

The Right to Withdraw Consent

In very limited circumstances we need your consent in order to use your personal information.

We have explained in the purposes section where we may rely on your consent in this way. Where we do this, you have the right to withdraw your consent to further use of your personal information. You can do this by contacting us using the details below. We will explain the consequences of the withdrawal of consent to you.

The Right to Complain to the Information Commissioner's Office

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with the way that we have dealt with a request from you to exercise any of these rights, or if you think we have not complied with our legal obligations.

More information can be found on the Information Commissioner's Office website:
<https://ico.org.uk/>

Making a complaint will not affect any other legal rights or remedies that you have.

CHANGES TO THIS NOTICE

NTW Solutions will update this notice from time to time if NTW Solutions alters the purposes for or legal bases under which it processes your personal data or wishes to transfer your information to new recipients or outside of the United Kingdom.

CONTACT US

Further Information

- For further information about how NTW Solutions uses your personal information, you can refer to your manager or NTW Solutions' website:
<http://www.ntwsolutions.co.uk/>
- You can also contact the Data Protection Officer for NTW Solutions, Angela Faill.

Data Protection Officer
St Nicholas Hospital
Jubilee Road
Gosforth
NE3 3XT

Email: DPO@ntw.nhs.uk

- If you have any concerns about the way NTW Solutions is using or sharing your information, you can speak to your line manager or the Data Protection Officer in the first instance.