



Angard Data Protection Policy

Angard Staffing is committed to ensuring compliance with the Data Protection Act 1998. This policy sets out information on how data relating to Angard employees will be handled and the standards expected of Angard employees when handling personal data.

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Getting help

Contact the Angard Helpline Number on 0333 240 8502 or email angard.employee@reedglobal.com.you

For web access please go to: www.angardstaffing.co.uk.

Overview

Everyone has rights with regard to how their personal information is handled. During the course of Angard Staffing's (**Angard**)'s activities we will collect, store and process personal information about you as one of Angard's employees, and we recognise the need to treat it in an appropriate and lawful manner.

The types of information that we may be required to handle include details of current, past and prospective employees and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (**the Act**) and other regulations. The Act imposes restrictions on how we may use that information.

This policy does not form part of any employee's contract of employment and it may be amended at any time. Any breach of this policy will be taken seriously and may result in disciplinary action.

This policy sets out Angard's rules on data protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information. In reading this policy you should remember that, as an Angard employee, you will from time to time be placed on assignments with Royal Mail Group Limited (**Royal Mail**). In doing so it is essential that you comply with the requirements in relation to data protection as set out in this policy in relation to any data of Royal Mail customers you come into contact with.

Any questions or concerns about the operation of this policy should be referred in the first instance to the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

If you consider that the policy has not been followed in respect of personal data about yourself or others you should raise the matter with the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

This policy is effective from 1st April 2014.

Definition of Data Protection terms

Data is information which is stored electronically, on a computer, or in certain paper-based filing systems.

Data subjects for the purpose of this policy include all living individuals about whom Angard (or Royal Mail, as appropriate) hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.

Personal data means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as a performance appraisal).

Data controllers are the people who determine or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They have a responsibility to establish practices and policies in line with the Act. Angard is the data controller of personal data used in Angard's business but, when you are on assignment with Royal Mail, Royal Mail will be the data controller for most of the data you come into contact with.

Data users include employees whose work involves using personal data. Data users have a duty to protect the information they handle by following our data protection policy at all times (and, when on assignment to Royal Mail, following any further policies or standards Royal Mail has in place on data security).

Data processors include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on Angard's or Royal Mail's behalf.

Processing is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.

Sensitive personal data includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions, and will usually require the express consent of the person concerned.

Data Protection Principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:

- processed fairly and lawfully;
- processed for limited purposes and in an appropriate way;
- adequate, relevant and not excessive for the purpose;
- accurate;
- not kept longer than necessary for the purpose;
- processed in line with data subjects' rights;
- secure;
- not transferred to people or organisations situated in countries without adequate protection.

Fair and Lawful Processing

The Act is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. The data subject must be told who the data controller is (in this case Angard Staffing or Royal Mail), who the data controller's representative is (in this case the Angard Operations Manager), the purpose for which the data is to be processed by Angard, and the identities of anyone to whom the data may be disclosed or transferred.

For personal data to be processed lawfully, certain conditions have to be met. These may include, among other things, requirements that the data subject has consented to the processing, or that the processing is necessary for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, more than one condition must be met and most cases the data subject's explicit consent to the processing of such data will be required.

Processing for Limited Purposes

Personal data may only be processed for the specific purposes notified to the data subject when the data was first collected or for any other purposes specifically permitted by the Act. This means that personal data must not be collected for one purpose and then used for another. If it becomes necessary to change the purpose for which the data is processed, the data subject must be informed of the new purpose before any processing occurs.

Adequate, Relevant and Non-Excessive processing

Personal data should only be collected to the extent that it is required for the specific purpose notified to the data subject. Any data which is not necessary for that purpose should not be collected in the first place.

Accurate Data

Personal data must be accurate and kept up to date. Information which is incorrect or misleading is not accurate and steps should therefore be taken to check the accuracy of any personal data at the point of collection and at regular intervals afterwards. Inaccurate or out-of-date data should be destroyed.

Timely Processing

Personal data should not be kept longer than is necessary for the purpose. This means that data should be destroyed or erased from Angard's systems when it is no longer required.

For guidance on how long certain data is likely to be kept before being destroyed, contact the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

Processing in-line with a Data Subject's Rights

Data must be processed in line with data subjects' rights. Data subjects have a right to:

- request access to any data held about them by a data controller;
- prevent the processing of their data for direct-marketing purposes;
- ask to have inaccurate data amended;
- prevent processing that is likely to cause damage or distress to themselves or anyone else.

Data Security

We must ensure that appropriate security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data. Data subjects may apply to the courts for compensation if they have suffered damage from such a loss.

The Act requires Angard as a data controller (and/or Royal Mail as the data controller when you are on assignments) to put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third-party data processor if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

Maintaining data security means guaranteeing the confidentiality, integrity and availability of the personal data, defined as follows:

- *Confidentiality* means that only people who are authorised to use the data can access it;
- *Integrity* means that personal data should be accurate and suitable for the purpose for which it is processed;
- *Availability* means that authorised users should be able to access the data if they need it for authorised purposes. Personal data should therefore be stored on our central computer system instead of individual PCs.

Security procedures include:

- *Entry controls.* Any stranger seen in entry-controlled areas should be reported;
- *Secure lockable desks and cupboards.* Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential);
- *Methods of disposal.* Paper documents should be shredded. Floppy disks, USB Sticks and CD-ROMs should be physically destroyed when they are no longer required;

- *Equipment.* Data users should ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC when it is left unattended.

Dealing with Subject Access Requests

A formal request from a data subject for information that we hold about them must be made in writing. A fee is payable by the data subject for provision of this information. If you receive such a written request you should speak to the Angard Helpline Number (0333 240 8502 or email angard.employee@reedglobal.com) to seek guidance on how to handle it.

Providing Information over the Telephone

If you are dealing with telephone enquiries you should be careful about disclosing any personal information held by Angard (or Royal Mail where this relates to your activities on assignment). In particular you should:

- check the caller's identity to make sure that information is only given to a person who is entitled to it;
- suggest that the caller put his/her request in writing if you are not sure about the caller's identity and where their identity cannot be checked;
- refer to the Angard Operations Manager for assistance in difficult situations. No-one should be bullied into disclosing personal information.

Monitoring and Review of the Policy

This policy will be reviewed from time-to-time to ensure it is achieving its stated objectives.