

Public

Work and Health Programme Privacy Statement

Introduction

Seetec Pluss and its subcontracted delivery partners collect and use certain information about participants to deliver services on behalf of the Department for Work and Pensions (DWP). This document describes how we process your personal and sensitive data in accordance with the General Data Protection Regulation (GDPR). It also contains information about your rights and how to contact us.

Data Controller

Seetec Pluss and the DWP are joint Data Controllers for Work and Health Programme.

Our lawful basis for holding and processing your data

Your personal information is collected, stored and used for the legitimate purposes of administering the services we deliver to you and to enable us to manage our contractual obligations with the DWP. The information we collect includes Name, Address, Date of Birth, National Insurance Numbers and other information relevant to the services we deliver.

Who we share your information with

Your information may be shared with the following organisations for contractual and performance monitoring purposes:

- Our subcontracted delivery partners.
- The DWP.
- European Commission and auditors - to ensure that European Social Fund (ESF) programmes are being delivered appropriately.
- Other government bodies as permitted by law.
- Other organisations engaged to provide services as part of contracted delivery.

We may additionally ask for your consent to share your information with other parties.

You have a right to decline or withdraw your consent for us to share your information at any time providing that this does not conflict with our contractual or legal obligations.

There are circumstances where the law requires and allows Seetec Pluss to disclose information without the data subject's consent.

These include:

- Carrying out a legal duty or as authorised by the police.
- Protecting vital interests of a participant or other person.
- Conducting any legal proceedings, obtaining legal advice or defending any legal rights.

Data Storage and Retention

Information and records relating to participants will be stored securely and will only be accessible to authorised staff. Information will be stored for only as long as it is needed or as required by contract, and will be destroyed appropriately.

Document Retention for ESF funded Programmes.

There are specific rules that apply to the retention of documents for ESF co-financed programmes. Documents must be retained until at least 31 December 2027, although this could be changed at any stage in the future, as required and updated by the ESF.

Access to your Personal Information

Participants have the right to access the information that Seetec Pluss holds about them. This is known as a Subject Access Request. You can make a request by sending a letter to the Information Governance Officer (see address below).

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the *Information Governance Officer* as detailed below.
Seetec Pluss, Merriott House, Office 1-4, Hennock Road Central, Exeter, EX2 8NP.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office at <https://ico.org.uk/>

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