

Employee Privacy Notice

Newcross Employee Privacy Notice

At Newcross Healthcare (hereinafter, "Newcross" or "we" or "us" or "our" or the "Organisation"), we are a dedicated healthcare services provider committed to delivering exceptional care to our community. As an employer, Newcross must fulfil its contractual, legal, and administrative duties. We are committed to protecting the privacy and security of your personal information and ensuring it is handled per the principles of relevant data protection laws.

This privacy notice explains what you can expect when Newcross collects personal data about you. It applies to all employees, ex-employees, contractors, volunteers, trainees, and board members. However, the information we process about you will differ depending on your particular role and circumstances.

Newcross is the controller for this data unless this notice explicitly declares otherwise. The contact details of our Data Protection Officer is dataprotection@newcrosshealthcare.com.

This notice should be reviewed in conjunction with our data protection policy, global privacy notice and other organisational policies. When suitable, we will provide a 'just in time' notice to encompass any additional processing activities not stated in this document.

Data Protection Principles

We will comply with data protection law, which says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Collection of Information

Newcross collects personal information about you from various sources including directly from you, staffing agencies, previous employers (for transfers or secondments), references, background check providers, health providers, pension administrators, professional associations, security camera footage, and benefits providers.

- **Contact Information:** We collect personal contact details such as your name, address, phone numbers, email addresses, emergency contacts, and next of kin information.
- **Identification Information:** We collect identification data including your date of birth, gender, national ID numbers, copies of ID documents, marital status, and proof of right to work.

- **Employment Details:** We collect information related to your employment such as your job history, qualifications, references, security clearance status, performance appraisals, disciplinary records, salary and compensation, job applications, and employment contracts.
- **Remuneration Information:** We collect remuneration details such as your bank account information, tax status, payroll records, pension contributions, benefits packages, and salary sacrifice scheme participation.
- **Leave Information:** We record information about the statutory and contractual leave you take such as holidays, sick leave, parental leave, compassionate leave, and sabbaticals.
- **Job Performance Details:** We collect your on-the-job performance details such as your location while delivering Care Services, calls handled through Contact Centre, feedback and ratings on your job performance. Such data may be used for monitoring and measuring your performance and the analysis is subject to manual review and is not totally automated.
- **Health and Wellness Information.** We collect information about your health and wellbeing, including physical limitations, vaccination status, communicable diseases, and illness information by way of example.

Legal Basis for Processing

Newcross processes employee personal data under the lawful bases outlined in data protection laws:

- **Contract Performance:** We process data necessary to execute the employment contract we have with you and provide you access to systems and tools required for your role.
- **Legal Obligation:** We process data to comply with various legal obligations as an employer related to employment, tax and pension law.
- **Protect Vital Interests:** We process data to protect the vital interests of our employees or another person.
- **Public Task:** As a healthcare provider, we process data to carry out our public service mission.
- **Legitimate Interest:** We process data for legitimate business purposes such as HR, IT, payroll, health and safety, monitoring, audits, etc.
- **Legal Basis for Special Category Data Special:** category employee data such as health, religious, or ethnicity information is processed under the following legal bases:
 - **Safeguard of Rights:** We process this data to perform our obligations and protect employees' rights.
 - **Life Endangerment:** We process this data to protect the vital interests of employees or others.
 - **Legal Claim Defense:** We process this data to establish, exercise or defend legal claims when necessary.

Data Retention

Newcross retains personal employee information for defined periods of time as outlined in our Data Retention Schedule. Our schedule dictates the length various categories of personal data should be retained depending on the purpose of processing it.

We determine appropriate retention periods for employee personal data based on the following criteria:

- The length of time data is needed to fulfil the initial purpose for collecting it. For example, for the duration of the employment relationship.
- Whether we have a legal obligation to retain certain data for a minimum period. For example, tax records need to be kept for a certain time period.
- Whether retention is advisable considering limitation periods for potential legal claims, inquiries or complaints once the employment ends.
- Whether we need the data to maintain employment or pension records for archiving in the public interest.
- Whether the data would be useful for internal analysis to improve hiring, workforce planning or training practices.

We securely erase or destroy employee personal data once the defined retention period expires in compliance with our data retention schedule and organisational policies.

Data Sharing

Required Disclosures

In certain circumstances, Newcross may be legally required to share employee personal information, such as under a court order or subpoena.

Categories of Organisations we share with

We share certain employee personal information with the following categories of organisations including:

- Institutional Clients who source their healthcare workers through us
- Third Party Service Providers of Institutional Clients which include but not limited to their staffing portal provider, framework providers, profile auditors etc.
- Government agencies for tax, national insurance, pension reporting, health authorities, law enforcement or other legal requirements
- Benefits administrators and insurance providers
- Banks and financial institutions
- Professional or industry regulators and licensing boards
- External auditors
- Advisors such as attorneys, accountants, actuaries

Purposes for Sharing Information

The purposes for which we share employee personal information include:

- Fulfilling contractual requirements with clients
- Fulfilling tax, national insurance and regulatory reporting obligations

- Obtaining employment background checks and references
- Enrolling employees in benefit plans such as health insurance or retirement savings programs
- Processing pension contributions
- Facilitating remote working arrangements
- Ensuring network and information security protocols are met if third-party systems access is enabled
- Carrying out financial statement, compliance or performance audits
- Defending or pursuing legal claims
- Obtaining professional advisory services
- Demonstrate compliance to legislations, regulations and contractual requirements

Express Authorisation for Background Checks and Profile Audits

You expressly authorise Newcross Healthcare and its institutional clients to conduct your background checks and profile audits on recurring basis. The lawful basis for this processing is legal obligation, legitimate interests and substantial public interest to ensure the safety of health care recipients which may include vulnerable people, children etc.

Consent for secondary purposes

We aim to be transparent with employees regarding when and why their information is shared externally for secondary purposes beyond those directly related to their employment. We will obtain consent before disclosing employee data to other third parties not mentioned here unless legally obligated otherwise.

Consent to Electronic Communication

- You have the option of adding a mobile phone number to your profile and provide consent to receive transactional text messages from us.
- By adding a mobile phone number to your profile, you are certifying that you are the account holder for the mobile phone account or have the account holder's permission to use the mobile phone number.
- Text message fees may apply depending on your mobile carrier plan. Do exercise your choice to stop the messages before travelling abroad or if you get charged for inbound messages.
- You can reply STOP at any time to stop the text messages that you activated. To restore text messages after opting out, you need to provide the consent again.

Data Processors

Newcross utilises external third-party data processors to provide certain administrative employee services like payroll, IT support, benefits administration, recruitment, and training platforms.

Role of Data Processors

These data processors only process Newcross employee personal data for the specific purpose instructed by us. They do not use the data for their own purposes or share it with additional third parties without our explicit permission as stipulated in our contractual agreements.

Categories of Data Processors

Below are some categories of external service providers that may process Newcross employee information at our direction:

- Payroll, HR, and workforce management solutions
- Applicant tracking and recruitment software platforms
- Employee benefits administration solutions
- Pension schemes and retirement plan providers
- Employee training content libraries and e-learning systems
- Physical and mental wellbeing programs
- IT helpdesk, cloud storage, and cybersecurity services

Processor Contract Terms

Our contracts with third-party data processors establish protections regarding the processing of Newcross employee data including:

- Restrictions on unauthorized use or transmission of the data
- Information handling security protocols
- Data breach notification and cooperation requirements
- Audit and inspection rights

Updating Our Processor List

We maintain a current list of our data processors and third-party services which is reviewed periodically and updated as necessary based on changes in our administrative ecosystem.

Rights of Individuals

Under data protection laws, Newcross employees as data subjects have certain rights concerning the processing of their personal information. These rights include:

- **Access to Data:** Employees have the right to file a request with Newcross to obtain confirmation that their personal data is being processed and to be given details about the categories of data collected, retention periods, who it is shared with, and more.

- **Data Rectification:** Employees have the right to request corrections or updates to the personal data Newcross processes if they believe it is inaccurate or incomplete for the intended purposes.
- **Withdrawal of Consent:** Employees can withdraw consent they have previously given Newcross regarding certain types of data processing at any time such as optional programs or activities requiring their approval.
- **Restriction of Processing:** Employees can request the restriction or suppression of processing of personal information in specific cases outlined in data protection laws, such as data accuracy contests.
- **Objection to Processing:** Employees may object to Newcross processing data about them in certain legitimate interest situations unless we demonstrate a compelling reason over their interests, rights, and freedoms.
- **Data Portability:** Employees have the right to receive select personal data processed by automated means provided to Newcross in machine readable format to reuse how they wish or ask us to transmit it to another controller.
- **Filing a Complaint:** Newcross employees have the right to lodge a complaint regarding our personal data practices with the appropriate supervisory authority without retaliation or prejudice from Newcross.

International Transfers

Adequacy Decisions

In situations where employee personal data transfer outside the EEA is deemed necessary, Newcross will take steps to ensure the destination country has an adequacy decision confirming it offers appropriate data protection safeguards.

Other Legally Compliant Transfer Mechanisms

For transfers to countries lacking an adequacy decision, Newcross relies on legally compliant transfer mechanisms under applicable data protection laws, such as:

- Standard Contractual Clauses with the data importer abroad
- Binding Corporate Rules providing uniform safeguards approved by authorities
- Codes of conduct adherence verified by an appropriate monitoring body
- Certification under an approved scheme demonstrating privacy compliance
- Adherence to an approved ad-hoc contractual clause reviewed by authorities

Additional Details

Personnel Files Policy

Newcross maintains personnel records for all staff, either physically or digitally as a data controller in our HR management systems. Staff can request a copy of their personnel file by submitting an access request to Newcross Data Protection team at dataprotection@newcrosshealthcare.com

Requests for References

When employees of Newcross depart, we may provide references to their new employers or potential employers upon request, usually confirming details such as their employment dates and role(s) held at Newcross. If you are still employed with us at the time of a reference request, we will obtain your consent before providing a reference.

Monitoring of Staff

Newcross employs various information security solutions that may enable the auditing of staff access to company systems, networks, and data for authorised purposes. Surveillance tools, security gates and badges, physical access controls, and electronic systems monitoring are comparable practices necessary to maintain safety and prevent unlawful access.

Requests for Disclosure

As a healthcare provider, Newcross routinely receives requests for the release of employee personal information from other medical bodies, clients, regulators, care agencies, social services, law enforcement, legal firms, or other external organisations through valid legal channels, required consent, appropriate data sharing agreements or memorandums of understanding. Data privacy impact assessments help inform our processes for handling these requests responsibly while complying with legal and regulatory obligations under data protection laws.

Data protection officer (DPO)

We have appointed DPO to oversee compliance with this notice. If you have any questions about this notice or how we handle your personal information, please contact the DPO at dataprotection@newcrosshealthcare.com. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) with respect to data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

We will review this privacy notice and the associated processing activities on a periodic basis, at least annually, or when there are major changes to the business that necessitate it.