



Privacy and Fair Processing Notice

THE GENERAL DATA PROTECTION REGULATION 2016

PRIVACY AND FAIR PROCESSING NOTICE

The Servest Group, and in turn Aktrion Group, is committed to ensuring that your data and privacy are protected. This Notice sets out how our companies will process and protect any information that you give us at any time prior to, during, or after your working relationship with us.

Servest Group Limited and each of its subsidiary companies are "data controllers" for the purposes of the data protection legislation. As at the date of this notice the Servest Group subsidiaries include:

- Aktrion Manufacturing Support Services Limited
- Alpha Facilities Management Limited*
- Catering Academy Limited*
- Llewellyn Smith Limited
- Meta Management Services Limited
- Servest Arthur McKay Limited
- Servest Food Co Limited*
- Servest Pest Patrol Limited*
- Servest Security Services Limited

The relevant controller of your personal information will be the company you are employed, engaged and paid by.

As a "data controller" we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to current and former employees, workers and contractors. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU

We may collect, store, and use the following categories of personal information about you:

- **Identity Data:** name, title, date of birth, gender, national insurance number, photographs.
- **Contact Data:** address, telephone number, personal email addresses next of kin and emergency contact information.
- **Next of Kin Data:** Marital status and dependants.
- **Finance Data:** Bank account details, payroll records and tax status information.
- **Employment Data:** Job title, working hours, days of work, overtime, workplace, salary or hourly rate, annual leave, pension and benefits information, start date and continuous service date.
- **Qualification Data:** evidence of qualifications, professional memberships or licences including but not limited to appropriate driving licence, Security Industry Authority (SIA) licence.
- **Recruitment Data:** application form, curriculum vitae, cover letter interview notes, right to work documentation and references.
- **Performance Data:** training records, performance reviews, work history, remuneration history.
- **Disciplinary and Grievance Data**
- **Monitoring Data:** information about your use of company information and communications systems, CCTV footage, swipecard records, company car driving technique, speed and location and other information obtained through electronic means such as swipecard records.
- **Absence Data:** (including recording sickness for SSP purposes).

We may also collect, store and use the following **Special Categories** of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions
- Trade union membership
- Information about your health, including any medical condition, health and sickness records
- Genetic information and biometric data
- Information about criminal convictions and offences

HOW IS YOUR PERSONAL INFORMATION COLLECTED?

We will collect your personal information as part of the application and recruitment process and throughout the period you work for us. This may include:

- **Personal information that you provide to us.** You will share personal information with us through the application and recruitment process for a position with us.
- **Personal information that we receive from third parties.** It is likely that the personal information you provide to us directly will be supplemented by additional personal information that we receive from third parties, including former employers, referees, employment agencies, credit reference agencies or other background check providers.

We will collect additional personal information in the course of job-related activities throughout the period you work for us.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

WHAT DO WE USE YOUR PERSONAL INFORMATION FOR?

We will use your personal information to enable us to:

| Purpose/Activity | Type of data | Lawful basis for processing including basis of legitimate interest |
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| Make a decision about your recruitment or appointment, including determining the terms on which you work for us. | <ul style="list-style-type: none"> • Identity Data • Contact Data • Recruitment Data • Qualification Data | <ul style="list-style-type: none"> • Performance of a contract with you. • Necessary to comply with a legal obligation • Necessary for our legitimate interests (for running our business and administering the recruitment process) |
| Undertake background checks including: <ul style="list-style-type: none"> • checking any references; • ensuring you are legally entitled to work in the UK; • checking any legal qualifications required for a role. | <ul style="list-style-type: none"> • Identity Data • Contact Data • Recruitment Data • Qualification Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation • Necessary for our legitimate interests (for running our business and administering the recruitment process) |

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| <p>Administer the contract we have entered into with you, including</p> <ul style="list-style-type: none"> • paying you; • making appropriate deductions relation to tax, national insurance (or attachment to earnings) • providing employee benefits to you; • liaising with your pension provider; | <ul style="list-style-type: none"> • Identity Data • Contact Data • Finance Data • Next of Kin Data | <ul style="list-style-type: none"> • Performance of a contract with you • Necessary to comply with a legal obligation |
| <p>Make decisions about your continued employment or engagement</p> | <ul style="list-style-type: none"> • Identity Data • Employment Data • Performance Data • Qualification Data • Disciplinary and Grievance Data • Absence Data • Monitoring Data | <ul style="list-style-type: none"> • Necessary for our legitimate interests (to undertake reviews of staff performance and to consider any business reorganisation or group restructuring exercise) |
| <p>Manage our relationship with you, including notifying you about changes to our policies or procedures</p> | <ul style="list-style-type: none"> • Identity Data • Contact Data • Employment Data | <ul style="list-style-type: none"> • Performance of a contract with you • Necessary to comply with a legal obligation • Necessary for our legitimate interests (to keep our records updated) |
| <p>Undertake business management and planning, including accounting and auditing.</p> | <ul style="list-style-type: none"> • Identity Data • Employment Data | <ul style="list-style-type: none"> • Necessary for our legitimate interests (for running our business, provision of administration and management services and in the context of a business reorganisation or group restructuring exercise) • Necessary to comply with a legal obligation |
| <p>Undertake Performance management, including conducting 'continuous conversations' regarding performance, determining performance requirements, taking decisions about promotions and/or salary reviews.</p> | <ul style="list-style-type: none"> • Identity Data • Employment Data • Performance Data • Qualification Data • Disciplinary and Grievance Data • Monitoring Data | <ul style="list-style-type: none"> • Performance of a contract with you • Necessary to comply with a legal obligation • Necessary for our legitimate interests (for business management, assessing suitability for promotions and understand training and development requirements) |

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| Make arrangements for the termination of our working relationship, including arranging any redundancy or other termination payments. | <ul style="list-style-type: none"> • Identity Data • Employment Data • Contact Data • Finance Data | <ul style="list-style-type: none"> • Necessary for our legitimate interests (for running our business, provision of administration and management services and in the context of a business reorganisation or group restructuring exercise) • Necessary to comply with a legal obligation |
| Deal with grievance or disciplinary proceedings including gathering relevant evidence | <ul style="list-style-type: none"> • Identity Data • Contact Data • Employment Data • Performance Data • Qualification Data • Disciplinary and Grievance Data • Monitoring Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation |
| Provide employee liability information to a new service provider pursuant to Transfer of Undertakings (Protection of Employment) Regulations (“TUPE”) | <ul style="list-style-type: none"> • Identity Data • Employment Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation |
| Deal with legal disputes involving you, or other employees, workers and contractors, including accidents at work. | <ul style="list-style-type: none"> • Identity Data • Contact Data • Employment Data • Performance Data • Qualification Data • Disciplinary and Grievance Data • Monitoring Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation |
| Comply with health and safety obligations | <ul style="list-style-type: none"> • Identity Data • Monitoring Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation |
| Undertake fraud prevention | <ul style="list-style-type: none"> • Finance Data | <ul style="list-style-type: none"> • Necessary to comply with a legal obligation |

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| Monitor your use of company information and communication systems; | • Monitoring Data | • Necessary for our legitimate interests (to ensure compliance with our IT policies and ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution). |
| Monitor your use of company vehicles. | • Monitoring Data | Necessary for our legitimate interests (to ensure compliance with our company vehicle policy and to enable us to report to our insurers about driving techniques of company vehicles). |
| Conduct data analytics studies | • Employment Data | Necessary for our legitimate interests (to better understand employee retention and attrition rates). |

We may also use your personal information in the following situations, however, these are likely to be rare:

- A. Where we need to protect your vital interests (or someone else's vital interests).
- B. Where it is needed in the public interest or for official purposes.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide personal information

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).

Change of purpose

We 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 the above rules, where this is required or permitted by law.

HOW WE USE YOUR SENSITIVE PERSONAL INFORMATION

We will use your sensitive personal information in the following ways:

- We will use information relating to leave of absence, which may include sickness absence or family related leave, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

We shall only process such information where necessary to comply with an employment law or social security obligation.

DO WE NEED YOUR CONSENT TO USE YOUR PERSONAL INFORMATION?

Whilst we always want you to be aware of how we are using your personal information, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal information without asking your consent in accordance with our written policy to carry out our legal obligations, where necessary for our legitimate interest or to exercise specific rights in the field of employment law.

In exceptional circumstances, we may wish to use sensitive information (for example, fingerprint data where necessary for security requirements that apply at relevant client premises). In those circumstances we will contact 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 are not required to give consent just because we ask for it. If you do give consent you can change your mind and withdraw it at a later date. Please see *"YOUR RIGHTS AND HOW YOU CAN CONTROL THE INFORMATION WE HOLD ABOUT YOU"* below.

HOW WE USE INFORMATION ABOUT CRIMINAL CONVICTIONS

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our Data Protection Policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us.

AUTOMATED DECISION-MAKING

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

DATA SHARING

When we may need to share your personal information with third parties

We may 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.

Which third-parties may process your personal information

We will share your personal information:

- with any suppliers we use in the recruitment process or in the course of vetting applicants;
- with third party service providers (including contractors and designated agents) for the purposes of pension administration, benefits provision and administration, provision of training, IT services, ID passes for security purposes / access to client sites / office buildings / Company surveys / ACAS and Employment Tribunal Offices;
- with Department for Work and Pensions, HM Revenue & Customs, Trade Unions, the Hospital Saturday Fund, Student Loan Company, life assurance and health insurance providers;
- with clients engaging our services with whom you have contact and their professional advisers;
- with industry bodies with whom you have collective agreements or for training or qualification purposes;
- if we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, in order to enforce any legal agreements we enter into with you, to protect the rights, property, or safety of our clients, ourselves or others. This includes exchanging information with other companies and organisations for the purpose of fraud protection.

How do we keep information that we share with third-party service providers and other entities in our group safe

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies and data protection legislation. We do not allow third-parties 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.

When we may share your personal information with other entities in the group

We will share your personal information with other entities in our group as part of our regular reporting activities on company performance, in the context of a business reorganisation, group restructuring exercise, for system maintenance support and hosting of data.

When we may share your personal information with other third parties

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

In some circumstances we may be asked to provide your personal information by our clients with whom you have contact (or their professional advisers) for the purposes of an audit of the services provided by us. If any sensitive personal information is requested (such as right to work information), we shall contact you to seek your express consent before disclosing the same.

We may also be asked to provide your name and a brief summary of your work experience and qualifications to our existing clients or potential clients. Where we act as sub-contractors on projects and facilities management jobs, we may need to provide training certificates and personal contact information to the main contractor to meet our legal obligation to comply with health and safety requirements.

TRANSFERRING INFORMATION OUTSIDE THE EEA

Your personal information may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") by us or by our sub-contractors. Where we, or our sub-contractors, use IT systems or software that is provided by non-UK companies, your personal data may be stored on the servers of these non-UK companies outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy which may include confirming that any US-based companies are registered under the US Privacy Shield or entering into specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

HOW DO WE KEEP YOUR DATA SAFE

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These include:

- only storing your electronic personal data on our secure servers or in a secure cloud environment;
- ensuring that our staff receive regular data security awareness training;
- keeping paper records to a minimum and ensuring that those we do have are stored in locked filing cabinets, desks or archived storage on and off our office premises;
- maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems; and
- enforcing a strict policy on the use of mobile devices and out of office working.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION FOR

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our Retention Policy which is available from your line manager or the Data Protection Officer. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer an employee, worker or contractor of the company we will retain and securely destroy your personal information in accordance with our data retention policy.

YOUR RIGHTS AND HOW YOU CAN CONTROL THE INFORMATION WE HOLD ABOUT YOU

You have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. This is covered in our separate "Subject Access Request " policy.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below). However, if we still need to retain some data for the purposes of meeting our legal obligations, it will not be erased even if you request this.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to exercise any of these rights, please contact the Data Protection Officer in writing.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Right to withdraw Consent

Where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time, please contact the Data Protection Officer or complete the "Withdrawal of consent form". Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to (unless we have another legitimate basis for doing so in law).

DATA PROTECTION OFFICER

We have appointed a Data Protection Officer (DPO) to oversee compliance with this Privacy Notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO:

✉ **in writing** at: Data Protection Officer, Aktrion Group Limited, Pemberton House, Stafford Court, Stafford Park 1, Telford, Shropshire, TF3 3BD

✉ **by email** at: HRteam@aktrion.com

☎ **by telephone** on 01952 239 400

HOW TO MAKE A COMPLAINT?

If at any time, for any reason, you are unhappy with how we hold or process your personal information, please raise your concerns with the Data Protection Officer immediately.

You are also entitled to make a complaint to the Information Commissioner's office at www.ico.org.uk. Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address these beforehand.

HOW WE KEEP THIS POLICY UP TO DATE

We will review and update this policy from time to time. This may be to reflect a change to our internal procedures or it may be to reflect a change in the law.

If our policy changes whilst we are still holding your personal information we will notify you or provide you with an updated copy of our policy.