

## Privacy Notice for Work Programme participants

### Work Programme

Triage Central Limited (Triage) in partnership with Ingeus UK Limited (Ingeus) or Working Links, is fully committed to ensuring that we are transparent about how we process your personal information. The processing of your personal information includes the collection, recording, storing, changing, sharing or destruction of your information.

This Privacy Notice describes what data we collect, why we collect it, how we use it, how we keep it secure and the conditions under which we share it. It also outlines your rights under the General Data Protection Regulation and the Data Protection Act 2018. It also contains important information about your rights and how to contact us.

This notice may be updated periodically in line with changes to our processing or legislative updates. All changes will be updated on our website.

### What is the Work Programme?

The key goal of the Work Programme (WP) is to support participants to make a positive change in their life and take steps towards finding employment that lasts, tackling any barriers that may stand in their way. Triage supports participants on the Work Programme for a period of two years, providing a tailored service, which utilises 1:1 sessions, workshops, Health and Wellbeing support, and much more, to empower individuals to seek, apply, and sustain in employment.

This programme has been commissioned by the Department for Work & Pensions (DWP) and is part funded by the European Social Fund (ESF).

### Who are we?

Triage Central Limited (Triage) is a private company, working in partnership with the Prime Contractors, Ingeus and Working Links, providing our services on behalf of DWP. You have been referred to Triage by DWP, through either Ingeus or Working Links.

We collect and use information obtained from yourself, DWP (including Jobcentre Plus (JCP)), and Ingeus or Working Links, in order to provide the services described above.

By collecting information from you, Triage can better identify your individual needs and how best to support you on the programme.

- DWP is the Data Controller for the processing of your personal data in relation to the Work Programme.
- Triage is a Data Controller for the processing of your personal data (within the terms of its contract with Working Links)
- Triage is a Data Processor for the processing of your personal data (within the terms of its contract with Ingeus)

Triage has been separately and independently subcontracted by Ingeus or Working Links as a Work Programme provider. We have legal agreements in place to collect and use information obtained from yourself, Ingeus, Working Links and DWP, in order to deliver the Work Programme.

## **What personal information do we process?**

- Name, date of birth, contact details, gender, family circumstances
- National Insurance Number
- Health, wellbeing and lifestyle information
- Education history, employment status, and skills
- Driving licence
- PAYE data
- Data about criminal convictions or offences.
- Sexuality, gender and diversity.

## **How we use your information**

Triage process your information in order to provide you with the best possible support whilst on programme, as well as to meet the requirements of our contracts and other legal obligations. We cannot process your information without having a valid, lawful reason for doing so. Key reasons for processing your information are described below:

- To bring you on board the programme, we will receive information including name, address, date of birth, National Insurance number, and further information, which relates to any health and/or disability, and contact details, from JCP. This provides us with a way of contacting you to arrange a first appointment.
- When you attend your first appointment and throughout the programme, you will be asked questions that allow our staff to assess the level of support you require. Your Advisor will make some notes about how you are doing on the programme and what has been discussed during your appointments.
- It may be that some of this information is shared with other organisations who can provide you with additional support. Your information will only be shared with those that need to know, with the minimum amount of information being shared, and always with your verbal or written consent.
- Your information will be shared with employers for the purpose of making applications, supporting you into secure employment and to stay in your role.
- We also have to pass on information to Ingeus, Working Links and DWP to confirm the progress you have made and your employment status.

## **Legal basis for sharing your information**

The legal basis for processing your personal information can be found at Annex B.

## **Sharing your Personal Information**

The aim of this programme is to assist you as best as possible during your progression on the programme. As such, we may work with other organisations to identify services that we think you could benefit from. In this way, you do not have to repeat yourself and provide the same information over again.

## **Routine sharing your Personal Information**

We routinely share your personal information with the following organisations to update them on your progress, including whether you have completed the programme, achieved key milestones or left early, or for providing you with additional support.

- Prime Contractors – Triage will share information with Ingeus or Working Links within the terms of our independent contracts to provide Work Programme services on their behalf . We have legal contracts in place which state how your personal information is to be securely processed.
- Where applicable, Triage may contact your employer to verify your employment information and share employment details with Ingeus or Working Links.
- As the Prime Contractors of this service, Ingeus or Working Links will have full access to your record, for the purpose of administering the contract, sharing key, contractually required information with DWP and Ingeus, for providing the IT systems which house your data.
- With your consent, we may share information with other services which we identify as being beneficial to you. This information will only be shared with your consent.
- Other parties, as is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings).

## **Other Ad-Hoc Sharing**

- **Fraud detection and prevention** - In certain circumstances we may be legally required to share personal information with other organisations, such as the HRMC or law enforcement agencies for the detection and prevention of crime and fraud. This will only be done with the authorisation of DWP.
- **Emergency Services**- We may contact emergency services or your GP, to assist you, or provide emergency response management support in high-risk situations. Where possible, this will be carried out with your consent (see below)., however your consent may be overridden where we believe you are a danger to yourself or others.
- **Financial/Audit purposes**- We are also required to share information with the European Social Fund (ESF) for financial and audit purposes. This is only relevant to the Triage/ North East England contract.

We will not share your information with others unless required to do so by law and/or unless we obtain your consent.

## **Research and evaluation**

In order to ensure that we provide you with the best possible service, we may from time to time conduct research and evaluation of existing services. One way in which we do this is to convert your personal data into statistical or aggregated data which is then used to produce statistical research and reports. Where your personal data can be identified or we would like you to provide additional information via focus groups or feedback forms, we will always ask your permission first.

## **Consent**

Where we need your agreement to process your information, for example, by passing your contact details to a non-contracted third party, we will ask you to provide your consent first. We will explain why your consent is needed and the information that we will share. This information will be provided verbally or via a consent form. Where verbal or written consent is provided, this will be recorded on our systems for tracking purposes.

## **Right to Withdraw Consent**

Where you have consented for us to share your information with a specific organisation or individual, you have the right to withdraw your consent at any time. Should you wish to withdraw your consent, please speak to your Advisor who will update our records.

## **Protecting your information**

Triage is committed to protecting the confidentiality and security of your information. We ensure that your personal information is processed lawfully and respectfully, ensuring that we are always compliant with data protection laws and information security standards, for example, the General Data Protection Regulation (GDPR) and ISO27001 (an information security standard). We have appropriate security measures in place to prevent personal information from being accidentally lost, or, used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

All Triage staff are required to complete mandatory information security training to ensure they understand their responsibilities in relation to processing your personal information. Internal and external audits are also undertaken to ensure that data protection laws are being complied with.

## **Keeping your information**

Triage, Ingeus or Working Links are required to retain your information as part of our contractual and legal obligations. We will not retain your information for any longer than is necessary and where we are no longer required to keep your information; it will be safely and securely destroyed.

The following table provides you with information on how long we keep your information.

Type of Information	Length of Time
Your participant file.	Until 2022
Any information about convictions relating to the Multi Agency Public Protection Agency (MAPPA)	Until the end of the programme (2 years from your start date)
Information relating to fraud or any legal complaints you have made against us.	For as long as we reasonably consider that you might legally bring an additional or repeat claim against us or to meet other statutory obligations
Financial information relating to payments we have made to you whilst on the programme	Six years following the end of the financial year.

### Your Individual Rights

The GDPR grants you certain rights in regards to your personal information, and the way in which it is processed. This gives you more control over what organisations are doing with your information. These rights are:

- To be informed
- To access personal data
- To correct/ erase personal data
- To restrict how we use personal data
- To object to how we use personal information
- To ask us to transfer personal data to another organisation
- To object to automated decision making including profiling
- To understand how we protect information transferred outside of the European Economic Area.

To find out more about how we use personal data, we may ask you to prove your identity when making a request to exercise any of these rights. We do this to ensure we only disclose information where we know we are dealing with the right individual.

We aim to respond to all valid requests within one month. It may however take us longer if the request is particularly complicated or you have made several requests and we will always let you know if we think a response will take longer than one month.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or, if we are otherwise legally entitled to deal with the request in a different way.

## **The right to be informed**

Triage is committed to ensuring that you are always aware of what we are doing with your information and are kept abreast of any changes to the processing of your information. We do so through this Privacy Notice, which is reviewed and updated as and when required.

## **The right of access**

You have the right to ask for the personal information we hold about you. This is known as a Subject Access Request. While we will do our best to comply with your request, there may be circumstances where we are unable to fulfil your request, for example, where information we hold has been provided to us in confidence.

When requesting your personal information you will need to include the following information:

- your full name, address and contact telephone number
- any information used by the organisation to identify or distinguish you from others of the same name (account numbers, unique ID's e.g. your national insurance number)
- details of the specific information you require and any relevant dates.

## **The right to rectification**

We endeavour to ensure that the information we hold about you is always accurate, however, there may be instances where the information is no longer up to date. You can ask that we rectify any information about you that is incorrect. We would be happy to rectify such information but may need to verify the accuracy of the information first. Please speak to your Advisor so that any inaccuracies can be investigated and corrected where necessary.

## **The right to erasure**

You have the right to request that certain information be erased from our systems if you feel that there is an underlying legal issue to us processing your information, or, where you withdraw consent.

While you may request to have your information erased, this does not mean that we will be able to comply with your request as there may be a legal reason that we have to keep your information. As such, each request is considered on a case by case basis.

## **The right to restrict processing**

You have the right to request us to 'restrict' processing for your personal information, for example, if you are unsatisfied about the accuracy of the data and we undertake an investigation. We can continue to use your personal data following a request for restriction where we need to use it to establish, exercise or defend legal claims, or we need to use it to protect the rights of another individual or the company.

## **The right to data transfer to another organisation – (portability)**

You have the right to request us to provide you with a copy of the personal information that you have provided to us and which we process electronically. The data must be in a machine-readable format that facilitates transmission from controller to controller. This allows you further use of the data and enables you to move between service providers without any loss of data.

While you may request data portability, this does not mean that we will be able to comply with your request as there may be reasons that we are unable to comply with your request. As such, each request is considered on a case by case basis.

## **The right to object to how we use personal information**

You have the right to object to us processing your personal information for the following reasons:

- direct marketing
- scientific/historical research and statistics
- legitimate interests and processing in regards to the performance of a public interest or official task

While you may object, this does not mean that we will be able to comply with your request as there may be reasons that we are unable to comply, such as other legal obligations. Each request is considered on a case by case basis.

## **Automated decision making, including profiling**

We do not carry out any automated decision making or profiling.

## **Transfers outside of the European Economic Area (EEA)**

We do not transfer any of your data outside of the EEA.

## **Exercising your rights**

If you wish to exercise any of the above rights, please email or write in the first instance to:

The Data Protection Officer (DPO),  
Triage Central Limited  
Head Office  
Earlsgate House  
St Ninians Road  
Stirling FK8 2HD  
email [DPO@triagecentral.co.uk](mailto:DPO@triagecentral.co.uk)

Please ensure that you let us have enough information to identify you, e.g. name, address, date of birth and let us know the information you seek.

Please note that all requests for a copy of your information known as a Subject Access Request (SAR) received by Triage require to be forwarded to Ingeus or Working Links as our Prime Contractors for response direct to you. We will make it clear in our letter of acknowledgement which Prime Contractor we have referred your access request to, along with the contact details of the relevant Prime Contractor Data Protection Officer.

## **Contacting us**

Please contact our Data Protection Officer if you have any questions about this Privacy Notice or the information we hold about you.

If you have any concerns about the way that your information is being processed or feel that your information is not being used appropriately, please raise your concerns with the Data Protection Officer explaining what your specific concerns are. The Data Protection will investigate the concerns you have raised and will respond to you.

If you are not satisfied after the investigation by the Data Protection Officer and their response to you, you may raise a concern with the Information Commissioner via the (ICO) website at [www.ico.gov.uk](http://www.ico.gov.uk)

## **Annex A: DWP- Fair Processing Notice**

We, the Department for Work and Pensions (DWP), need to record and share information about your employment activity. The information shared will be between DWP, employers and our contracted service providers.

This Information will be used by DWP (and, where relevant, those contracted to provide auditing services to DWP):

- to validate and audit payment claims from employers and service providers, for the running of the Work and Health Programme and the Wage Incentive Scheme; and
- in relation to job interview performance.

To corroborate details of your employment activity, where appropriate, we will need to confirm details with each of your employers.

For validating and auditing payment claims, the process is as follows:

Stage 1: DWP or our contracted service provider will give your name and national insurance number to your past or current employer as appropriate;

Stage 2: The employer will use your name and national insurance number to identify you, so they can confirm to DWP, or our contracted service provider, some or all of the following information:

- the date you began each period of your employment;
- whether your employment is continuing;
- if not continuing, the date each period of your employment ended;
- whether you were employed during a specific period;
- your work pattern/shift;
- the amount of your earnings each week;
- average earnings ; and
- your employee number or other unique identifier.

DWP will store your information securely for audit purposes.

## Annex B - LEGAL BASIS FOR PROCESSING DATA

Type of organisation information is shared with	What type of information	What we use your information for	The lawful reason that we have identified to process your information
<b>Job Centre Plus (JCP), DWP, Ingeus, Working Links</b>	<ul style="list-style-type: none"> <li>• Full data set including such information as name, contact details, date of birth, NI number</li> <li>• Info which relates to your health and disability</li> <li>• Special category data such as gender, religion, disability, ethnicity, sexual orientation, criminal convictions</li> <li>• Qualifications</li> <li>• Job goals, employment history,</li> <li>• Marital status and family circumstances</li> <li>• ID check, right to work</li> <li>• Info collected during your time on the programme such as correspondence, customer feedback, welcome pack, declaration, CV consent forms, start forms, exit forms</li> </ul>	<ul style="list-style-type: none"> <li>• To develop a personalised action plan and tailored package of ongoing support</li> <li>• To identify employment needs, match skills available for work, connect clients with employers, provide in work support to gain sustained employment, provide training</li> <li>• Through partnership organisations to develop skills</li> <li>• Help improve health and wellbeing of clients through training</li> </ul>	<p>GDPR Article (Art) 6(1)(e) – Processing is necessary for the performance of a task carried out in the public interest of official authority vested in the controller</p> <p>Article 9(2)(b) - special category info - Processing is necessary for the purposes of carrying out the obligation and exercising specific rights of the data controller and client in the field of employment and social security.</p> <p>Other grounds which may apply are Articles 9(2)(h) and 9(2)(i)</p>
<b>European Social Fund – Ingeus North East England only</b>	Programme start, eligibility, claims and contractual info	Programme start, eligibility, claims and contractual info	As above
<b>Her Majesty's Revenue and Customs (HMRC)</b>	Employer info to verify outcomes from Work Programme. Additionally, we may share information received indicating any fraudulent activity	To ensure we can claim payments available with clients moving into work and to comply with DWP Provider Guidance	Article 6(1)(e) – Please see above
<b>Criminal Justices Services/Police</b>	Full data set including licence conditions and if MAPPA notification applies, receive paper records	To deliver the Work Programme to clients	<p>Article 6(1)(d) – processing is necessary to protect the rights of another legal person</p> <p>Article 6(1)(c) – Processing is necessary for compliance with a legal obligation to which the Data Controller is subject</p> <p>Article 9(2)(b) – Processing is necessary for the obligations and rights in the field of employment and social security</p> <p>Article 9(2)(g) – Processing is necessary in the substantial public interest</p>
<b>Employers</b>	Limited personal data such as names and potentially a description of any disability	For the purpose of assisting clients to get a job placement, Clients names might be shared with employers when clients move into work to work to confirm and verify employment	As for JCP/DWP

<p><b>GP/Safeguarding Authorities (such as Police, Social Services)</b></p>	<p>Limited personal information provided for the purposes of reporting an incident</p>	<p>Reporting incidents or issues arising from clients on the Work Programme as required by law</p>	<p>Article 6(i)(c) – Processing is necessary for compliance with a legal obligation to which the Data Controller is subject</p> <p>Article 9(2)(g) – Processing is necessary on the basis to safeguard the fundamental rights of the data subject (client)</p> <p>Article 9(2)(j) – Processing is necessary for the reason of public in the area of public health</p>
<p><b>Insurers</b></p>	<p>Data (information) required to describe the nature of the claim. This may be quite detailed depending upon the allegation</p>	<p>It is possible that clients or third parties may bring claims while participating on the Work Programme. We are able to disclose any such incidents to our insurers</p>	<p>Article 6(1)(f) Processing is necessary to protect the legitimate interests of the Data Controller (Triage)</p> <p>Article 9(2)(f) – Processing is necessary for the establishment and defence of legal claims</p>