

Privacy Notice

Overview

Pay.UK understands the importance of protecting your personal information.

This privacy policy sets out how and why we collect and use your personal information and your rights in relation to your personal information when you interact with us as **a named contact for your employer who is a stakeholder of the NPA Programme, participating within NPA Programme Advisory Groups**

If you need further details, have a query or have a complaint about our use of your personal information, please contact our Data Protection Officer:

By email at DPO@wearepay.uk

By post at 2 Thomas More Square, London E1W 1YN.

By telephone on 020 217 8200

We review our privacy policy regularly. Where the policy has been updated this will be clearly identified by reference to the date of the policy above.

1. Introduction

Your privacy is important to us, so we developed this privacy notice to explain how we manage and look after your information.

The EU General Data Protection Regulation (“GDPR”) provides individuals with a number of rights including right of access to their personal information as well as right to rectification, erasure (right to be forgotten), restriction, objection and data portability.

Personal data is data that directly identifies an individual, such as their name, address and contact details, or also indirectly identifies an individual with less obvious identifiers, such as website cookies and IP addresses.

2. How Pay.UK obtains and collects your personal information

This privacy notice tells you what to expect when we collect personal information about you. It applies to information we collect about you as **a named contact for your participant employer**.

- to identify you
- to administer, maintain and host our database and system and related business
- to administer any services we provide to you or any participant employer
- to compile statistical analysis to help us develop our business, products, services and our website
- for internal administration and/or analysis
- to consider any applications or requests for information or advice made by you
- to comply with any legal or regulatory obligations

Where we collect your personal information, it will be stored on our servers located in the UK.

2.1. Visitors to Pay.UK's premises

If you visit Pay.UK's premises, Pay.UK processes information requested by Pay.UK and provided by you or the company you are representing:

Name

Company being represented

Date of the visit

Whom you are visiting

Closed circuit television (CCTV)

The processing is carried out based on Pay.UK's legitimate business interests. Accordingly, this information is processed to maintain security of the organisation and transparency of visitors' actions to all Pay.UK personnel; the processing is necessary to maintain security, comply with local fire regulations, and comply with the Health and Safety at Work Act.

The information is also shared with the landlord to enable general building security.

2.2. Monitoring activity

When you visit our websites, Pay.UK logs the visit and captures data. The processing is carried out based on Pay.UK's legitimate business interests.

Accordingly, information is processed to enable Pay.UK to identify security related events. It is necessary to compile log files and analyse traffic to its site for malicious activity.

We process this information based on our business legitimate interests.

2.3. Visiting our general website

If you visit Pay.UK's website <https://www.wearepay.uk>, we place cookies on your device (e.g. computer hard drive, mobile phone) which collect unique identifiers relating to your device automatically. Pay.UK does this so that it can improve its website's functionality and performance. For example, enabling the site to load quickly, making it easier to move between different pages and remembering you have been shown a one off message.

Pay.UK may collect information about your computer including your IP address, operating system and browser type for the purposes of, but not limited to, system administration, aggregating information, statistical and auditing purposes.

2.4. People who contact us via post, email, or telephone

Where enquiries are submitted to us, whether via post, email or telephone, we will only use the information supplied to us to deal with the enquiry. The processing is carried out based on our legitimate business interests. Accordingly, this information is processed as

necessary to enable efficient communication with clients, potential clients, job applicants, previous employees, members of the public, statutory bodies and regulatory bodies.

We will also monitor emails sent to us, including file attachments, for viruses or malicious software.

3. With whom do we share your personal information?

3.1 Third parties

Other than to those third parties listed below, Pay.UK will not disclose your personal information to any third party unless either Pay.UK has your permission to do so, or Pay.UK is, or consider itself to be, under a legal or regulatory obligation to do so.

In addition, we may share your details with your employer and to other participant employers in connection with our better administration of the NPA Programme.

Your personal information may additionally be disclosed to the following recipients, though Pay.UK will use its reasonable endeavours to control the use of your personal information and only use it for the administration of the NPA Programme:

- Pay.UK's third party service providers for the purposes of carrying out their services (including those used by Pay.UK to complete your orders for products and/or services).
- Any person to whom Pay.UK proposes to transfer any of its rights and obligations under any agreement Pay.UK has with you.
- Pay.UK's professional advisers and external auditors.
- Any of Pay.UK's agents or other participant employers of the NPA Programme..

3.3 Data Export

For the purposes outlined, Pay.UK may send your personal information (which includes transfers to other parts of the Pay.UK Limited) internationally, including to countries outside the EEA (including those where our member banks are located). However, your personal information will only be transferred to or from countries outside the EEA as long as those countries have compatible data protection laws and measures in place.

4. How long do we keep your personal information for?

We retain your data primarily to meet statutory and regulatory obligations. In addition, your data is retained to enable us to pursue our legitimate business interests in relation to our clients, current and future requirements and the administration of the NPA Programme, and we will hold it for such period as is appropriate for the administration of the NPA Programme.

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 will explain the legal basis that allows us to do so.

5. How does Pay.UK protect your personal information

Pay.UK understands the importance of ensuring its systems are secure from unauthorised access, use or disclosure so that emails and forms that contain your personal information are safe. It has internal policies, procedures and controls in place to ensure this.

6. Your Rights

GDPR gives you a number of rights regarding your personal information that is processed by us:

- The right to be informed: our obligation to provide fair processing information;
- The right of access: allows you to be aware of and verify the lawfulness of the processing;
- The right to rectification: allows you to request the data is rectified if it is inaccurate or incomplete;
- The right to erasure: allows you to request the deletion or removal of personal data where there is no compelling reason for its continued processing;
- The right to restrict processing: allows you to 'block' or suppress processing of personal data;
- The right to data portability: allows you to obtain and reuse your personal data for your own purposes across different services;
- The right to object: you must have an objection on grounds relating to your particular situation.

You can contact Pay.UK directly by post, email, or telephone, to exercise your rights, as set out below.

7. Queries or complaints

This privacy notice does not provide exhaustive detail of all aspects of Pay.UK processing of personal information. However, Pay.UK is happy to provide any additional information or explanation needed.

Pay.UK tries to meet the highest standards when processing personal information. For this reason, we take any complaints we receive about this very seriously. Pay.UK encourages people to bring it to its attention if they think that Pay.UK's collection or use of information is unfair, misleading or inappropriate.

If you would like to exercise any of these choices, please get in touch via our Data Protection Officer

By email at DPO@wearepay.uk

By post at 2 Thomas More Square, London E1W 1YN

By telephone on 020 217 8200

or use the contact us form on our website. Where we have shared your personal information with other companies, we will let them know if you exercise any of these choices.

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner who can be contacted at www.ico.org.uk, by telephone on 0303 123 1113 or by post:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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