

bundle

Employee Wellbeing Package



Member Privacy Notice

Who holds your data?

Your information will be held by Paycare. Paycare is a Health Cash Plan and Wellbeing Services provider and our office is situated at Paycare House, George Street, Wolverhampton, WV2 4DX.

For more details on Paycare please refer to: www.paycare.org

To contact our Data Protection Officer please email: GDPRTeam@paycare.org

Why do we require certain information about you?

We require certain personal information in order for us to manage our relationship with you as a Member and fulfil your expectations. The list below shows the data required in order for us to ensure this. Also, by storing certain data it allows us to define and develop our Services to ensure best value, which then assists in us being able to run Paycare in an efficient and professional manner.

Name – This is a contractual requirement to enable us to identify you and personalise any documents we communicate to you.

Address – This is a contractual requirement so that we can identify you and a form of communication with you.

Date of Birth – This enables us to identify you. Date of birth is also used for internal data analysis, but this is anonymised. Your date of birth is also required when you first register on the Members' area of the Paycare website (MyPaycare) as a form of identification.

Email Address – This is a form of communication so that we can contact you, as well as a form of identification. We use this to communicate with you on information relating to your Bundle Membership. We require consent to send marketing to you (our monthly Paycare Newsletter).

Gender – This is collected for internal data analysis (anonymised).

Telephone Number (Home or Mobile) – This is a form of communication so that we can contact you, and also a form of identification.

Employer – Some companies provide Bundle Membership for their employees. This is the reason why we may ask for your employer details.

How we use your personal information?

This Privacy Notice is to let you know what personal information Paycare holds, how it is looked after, the reason for requiring the information, what is done with it and how long is it kept for.

We use your information to provide our services, for assessment, to develop and improve our services to you and other customers, and to protect our interests regarding enabling our not for profit Company to continue to offer the services to Bundle Members. This Privacy Notice explains how we do this and tells you about your privacy rights and how the law protects you.

Failure to provide the relevant data would mean that we are unable to offer the contractual obligation of being a Bundle Member.

Here is a list of the ways that we may use your personal information, and which of the legal conditions we rely on to do so.

What we use your Personal data for	Legal Condition	Reasoning
Contact Details are used for communicating to you about your Bundle Membership	Contractual	To have Bundle Membership we need to have your contact details so that we can fulfil our contractual obligations, such as communicating any important changes to your Bundle Membership to you
Contact Details are used for sharing the monthly Paycare newsletter with you	Consent	We require your consent in order to inform you of new products, services and information on Paycare, our Partners and our Community
Date of Birth	Contractual	We require your date of birth to verify your identity when discussing your Bundle Membership with you
To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance, and audit	Legitimate Access	This is to enable Paycare to comply with regulations that apply to Paycare
To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance, and audits	Legal Duty	This is to enable us to be comply with regulations and be efficient about how we fulfil our legal and contractual duties

Marketing

We may use your personal information to tell you about relevant products and offers relating to your Service as part of our monthly Paycare Newsletter. This is what we mean when we talk about 'marketing'.

We can only use your personal information to send you marketing messages if we have either your consent or a 'legitimate interest'. That is when we have a business or commercial reason to use your information to contact you, and it must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us at any time. Please contact us using the details on the final page of this document.

Whatever you choose, you'll still receive important information such as changes to your existing Bundle Membership through your preferred method of contact. If you want to change your preferred method of contact please get in touch with us using the details on the final page of this document.

Where do we collect personal information from?

- We collect personal information about you from the following sources:
- From your employer who is providing Bundle Membership for you and they have authorisation to share your data with us.
 - If applicable, from your employer's intermediary, who is authorised by your employer to share data with Paycare in order to provide Bundle Membership to you. *Please note, only the following personal data is shared between your employer's intermediary and Paycare: Name, Employer name and Membership type.
- When you communicate with us via telephone or email.
- When you use the members area of our website (MyPaycare).

How long is the Data kept for?

We have a Retention Policy and schedule which identifies how long each aspect of your data should be kept for, with a legal, regulatory or justifiable business need. We do not keep data for any longer than is required. For regulatory and legal purposes we need to keep reports that contain accounting details for 7 years, plus the current financial year. Some of these reports may include your name and Membership Number, in which case the data will be deleted in line with the Retention Schedule and whilst data is stored for this reason we always ensure that the data is stored securely with restricted access.

Paycare Policyholder Data Retention

Membership Record	2 Years after Membership ceased
Call recording	12 months of final response from Paycare
Accounting Reports	Financial year plus 7 years