

Sefton@Work

WELCOME PACK

SUCCESS

BE SUCCESSFUL AT JOB INTERVIEWS

GET HELP WITH JOB APPLICATIONS

BRUSH UP MY SKILLS

RECEIVE 1 TO 1 ADVICE

JOIN SEFTON@WORK



For more information



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CONTENTS

Foreword

Who is Sefton@Work?

Rights & Responsibilities

Visiting our Office

Interactive Client Portal (Aptem Employ)

Quality Standards

ESF Projects

DWP Schemes

Equality Policy Statement

Sustainability Statement

Comments, Compliments & Complaints Procedure

Privacy Notice

ESF Privacy Notices

For more information



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FOREWORD



Linda Patterson
Employment Project Delivery Manager

It is my pleasure to welcome you to Sefton@Work, and the start of your journey into employment.

I hope your experience with us is always positive and I would appreciate any feedback you have which will help our service improve even further.

Your journey into employment may be extremely challenging, however you have taken your first important step by registering with Sefton@Work. Our fully trained staff will help you grow in confidence, source vacancies and opportunities that are right for you and prepare a journey plan that is designed with your needs in mind, to help you progress towards your ultimate goal.

This pack contains further information you may find useful about our service, our current projects and what you can expect whilst on your employability journey with Sefton@Work.

If you have any questions, or queries, please feel free to ask your Advisor at your first action planning appointment.

Regards



Linda Patterson

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WHO IS SEFTON@WORK?

As part of the Employment & Learning Department, we have been working alongside other Council departments, Sefton residents and local employers since 2003, offering a range of free and confidential services.

We offer a blended service including both traditional face-to-face and digital information advice and guidance sessions.

Services include:

- *One to one, confidential appointments with an Adviser*
- *Latest job vacancies and information on recruitment initiatives*
- *Pre-employment training programmes*
- *Help with producing and updating your CV*
- *Advice and tips on interview techniques and skills*
- *Help with completing application forms and cover letters*
- *Access to the Internet, telephone, fax and postage related to jobs or training*
- *Access to specific training courses related to employability*



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RIGHTS & RESPONSIBILITIES

Sefton@Work aims to provide you with a chance to gain new skills and work experience that can help improve your employment prospects and help you during your transition into the workplace.

Our Responsibilities to You:

- You will be treated with respect by staff at all times.
- You will receive an individually tailored action plan which will be agreed between you and your adviser.
- You will have an opportunity to visit our office and meet the staff and understand what we offer.
- You will receive information, advice and guidance from your adviser about your options.
- You will be informed in advance of what is required of you whilst being supported by the service.
- You will receive assistance and support to help you gain and remain in work.
- You will where appropriate, be provided with support for any literacy, numeracy or other learning needs you may have.
- You will receive regular and appropriate feedback on your progress.
- You will have the opportunity to tell us your views about your experience with the service.
- We will assure that all information you disclose will be treated with respect and confidentiality in accordance with the Data Protection Act.
- You will have access to any information we hold on you in accordance with the Freedom of Information Act.

Your Responsibilities to Sefton@Work:

- You agree to attend all scheduled appointments arranged with and/or the service, including training sessions, work placements and other activities detailed in your action plan.
- You agree to apply for, or take up, any suitable opportunity (e.g. work placement, training activity, job) that your adviser identifies with you.
- You agree to be punctual for all appointments and/or activities or to let staff know in advance if you are not able to attend and the reason why.
- You accept that there will be a certain amount of paperwork be completed at each appointment.
- You agree to co-operate at all times with your adviser and treat all staff with respect.
- You agree to inform your adviser of any health condition, disability or personal issue that could affect your job choices.
- Prior to starting in work, you agree to notify your adviser so make arrangements can be made to support you during your transition into and whilst in employment.

To view our full Customer Charter and Service Standards

[CLICK HERE](#)

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VISITING OUR OFFICE

In response to the global pandemic and following national direction the provision and delivery of services provided by Sefton@Work has transitioned into a blended service, offering face-to-face office-based appointments and remote online services.

We take the health, safety and wellbeing of our staff and clients (both Sefton residents and local employers) very seriously and we have refurbished our main office in Bootle to make it Covid-19 safe.

Please watch our Welcome Video that shows some of the steps we've taken to keep you safe while visiting our office.



Clicking will open up a link to our website and our Welcome Video

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INTERACTIVE CLIENT PORTAL (APTEM)

Now you have registered with Sefton@Work you will have access to our interactive client portal, Aptem Employ, enabling you to receive digital support, as well as traditional face to face support from your Adviser.

The Aptem system contains several useful functions, designed to help you on your journey into employment.

Search for vacancies

- *A powerful jobs engine searches just about every advertised vacancy in the country, daily.*

CV builder

- *An easy to use, step-by-step CV builder, that produces high-quality functional and chronological CVs.*

Job search eLearning

- *An array of high-quality, up-to-date, award-winning eLearning, on all aspects of job search.*

Tasks management

- *You can see tasks coming up that have been set by your Adviser and receive reminder notifications before the tasks are due.*

Messaging & video

- *You can receive instant support from your advisor using Aptem's integrated messaging receiving high-quality, personal support, without the need to travel.*

SMART action plans

- *A helpful wizard enables you to create one or more SMART action plans, and then track timely completion.*



Clicking will open up a link to a Vimeo video explaining what Aptem is

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QUALITY STANDARDS

When engaging with Sefton@Work you can be assured that you are dealing with a customer focussed quality service. We continually assess our polices and practices, to ensure we are delivering a comprehensive service for our clients.

As part of our commitment to providing quality provision, we currently hold the following quality standards.



This is the international quality standard for organisations that deliver information, advice and/or guidance, either as their sole purpose or as part of their service offering.

It helps providers to improve their services by benchmarking against best practice and it offers accreditation to those that meet the full standard.



The Customer Service Excellence quality mark aims to make a tangible difference to service users by encouraging organisations to focus on their individual needs and preferences.

The Customer Service Excellence quality mark assesses us in the following areas; Customer Insight, Organisational Culture, Information and Access, Delivery and Timeliness and Quality of Service.

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ESF PROJECTS

We are currently running two ESF employment projects and our expert staff will select the most suitable project to progress your journey into employment and training.

WAYS TO WORK

Helping residents since 2016

With an aim to support local people into work through job search, coaching and mentoring, paid work experience, training and skills development, and information, advice, and guidance.

Ways to Work was one of the first projects of its kind to be run through the Liverpool City Region Combined Authority.

Part of the grant offer includes funding from a European pot called Youth Employment Initiative (YEI) which specifically targets people under 29 years old who have no work experience or little work history.

POSITIVE INCLUSION

A new project that started in 2021

With a focus NEET young people and adults up to 29 at risk of permanent exclusion from learning, progression or financial independence and residents aged 50+ who have had their employment displaced and require support to re-engage in employment or undertake training.

ESF Positive Inclusions is a complimentary initiative which is intended to run in parallel with ESF Ways to Work



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DWP SCHEMES

Speak to them today to see if they are suitable for you.

RESTART **SCHEME**

Sefton@Work is now delivering the national Restart Scheme

With enhanced support for Universal Credit claimants who have been claiming for 12 to 18 months, this scheme is designed to help break down your barriers that are holding you back from employment.



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[@LearnWorkSefton](https://twitter.com/LearnWorkSefton)

EQUALITY STATEMENT

Sefton@Work is a welcoming & safe space for everyone and we will not tolerate discrimination.

Sefton@Work is a service of Sefton Council which is an equal opportunity employer and service provider.

Sefton@Work aims to ensure that all of our customers have full access to the services we provide and are not discriminated against within our procedures, practices and service delivery.

Sefton@Work complies with all relevant legislation including the Equality Act 2010.

Wheelchair users who are not able to access Sefton@Work Bootle office can access guidance at a suitable venue appropriate to their needs.

Information in Braille or in large print format and sign language interpretation is available for customers on request.

Sefton@Work promotes anti-discriminatory practices by ensuring that staff, customers and visitors are treated with dignity and respect regardless of age, disability, race, ethnicity, gender (including transgender and transsexual people), relationship or marital status, physical appearance, faith or religious belief, HIV status, language, background, and sexual orientation (because they are lesbian, gay, bisexual or heterosexual). All staff are trained in anti-discriminatory practices.

We aim to create a service where everyone is treated fairly and with respect and to promote an environment where diversity is celebrated.

WE SEE YOU
WE HEAR YOU
WE ARE YOU

Discriminatory behaviour and conduct is not acceptable and you will be asked to leave and may be refused service in the future.



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SUSTAINABILITY STATEMENT

Sefton@Work is trying to reduce it's carbon footprint and consider the environment.

Sefton@Work adheres to all Sefton Council policies and procedures and is committed to the following:

- *Embed sustainability into the organisation through good leadership and management practices*
- *Ensuring that all sub-contractors demonstrate that they are committed to sustainable development*
- *Ensuring compliance with all relevant environmental legislation, regulations and other requirements as a minimum*
- *Raise sustainability and environmental awareness and promote sound environmentally and ethically responsible behaviour in all staff and participants*
- *Develop purchasing policies and procedures that encourage the purchase of goods which have minimal impact on natural resources and avoid the exploitation of individuals, communities or organisations*
- *To positively influence the sustainability performance of suppliers and the sustainability credentials of the goods and services that the organisation purchases*
- *Preventing pollution by managing and reducing emissions to air and discharges to water*
- *To conserve water through efficient use and management*
- *Reduce the consumption of primary raw materials (including fossil fuels, water and energy)*
- *Encourage sustainable travel practices by staff, participants and visitors*
- *To provide viable and accessible sustainable travel options for staff and participants for travel to work, training and appointments which results in a reduction of carbon emissions*
- *To minimize and actively manage waste through elimination, reduction, reuse and recycling*
- *Where applicable delivery partners will be signposted to WRAP - Resource efficiency for businesses (www.wrap.org.uk)*
- *All waste will be disposed of by a registered waste collector*
- *All partners to observe and comply with the Waste Electrical and Electronic Equipment (WEEE) regulations*



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COMMENTS, COMPLIMENTS & COMPLAINTS

Sefton@Work is committed to continually improving the quality of services provided to our clients. We welcome all comments, compliments and complaints that will help us to provide the right services for our customers.

We would like to receive your compliments when we do something right and your comments suggesting how we might do something better or differently, so that we can do our best to put the matter right as quickly as possible.

As part of the Employment & Learning Department within Sefton Council we follow the Council's corporate complaints procedure.

If you would like to make a comment, complaint or compliment, could you please follow Step 1 of our procedure (see next page), by completing our "Comments, Compliments and Complaints Form" and return it to the Sefton@Work Manager. Alternatively you can make a phone call or appointment to see the Manager.

The Manager will respond to you in writing within ten working days. We hope that any concerns that you may have can be resolved through this process.

However, if you are not satisfied with the response you receive, you can follow Steps 2 to 4, which explain how to make a complaint if:

- *We do something wrong*
- *We fail to do something you expect*
- *You were not treated courteously by a member of staff*

In the instance where a comment or complaint is made anonymously, the matter will be logged on the Comments, Compliments and Complaints Form and the Manager will investigate the issue and take the appropriate corrective action, as required.

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Step 1

Complete a "Comments Compliments or Complaints Form" and send this to:

The Manager
Sefton@Work
286 – 288 Stanley Road
Bootle, Merseyside L20 3ER,
0151 934 2622
seftonatwork.info@sefton.gov.uk

We will try to answer your complaint within 10 working days. If the problem cannot be solved in that time, we will explain why there is a delay and say when we expect to sort out the matter.

Step 2

If you are not satisfied with the response you receive, write to the

Chief Executive's Department
Town Hall, Southport PR8 1DA
0151 922 4040
CEX.admin@sefton.gov.uk

or complete the on-line complaints form at:

<https://www.sefton.gov.uk/your-council/consultations,-complaints-feedback/compliments,-comments-and-complaints.aspx>

Step 3

If the matter is still not resolved, contact the Chief Executive who will review the case. Remember, you may at any time refer the matter to your local Councillor who will be happy to take up the complaint on your behalf. A list of Councillors can be found in the Council Information section of the <http://modgov.sefton.gov.uk/moderngov/mgMemberIndex.aspx?bcr=1> website or can be provided on request.

Step 4

If, after going through steps 1- 3 you are still not satisfied with the response, you can take your complaint to the Local Government Ombudsman at:

The Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614/ Fax: 024 7682 0001
www.lgo.org.uk

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COMMENTS, COMPLIMENTS & COMPLAINTS

Form

Name: _____

Address: _____

_____ **Post Code** _____

Phone Number:- _____ **Mobile:** _____

Comment/Compliment/Complaint

*Please detail below the nature of your comments, compliments or complaints, and return this form to **Sefton@Work, 286-288 Stanley Road, Bootle, Merseyside L20 3ER. or email us at seftonetwork.info@sefton.gov.uk***

Signed _____

Date _____

For more information



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Privacy Notice (How we use Client information)

The categories of this information that we collect, process, hold and share include:

- personal information (such as name, client number, address, telephone numbers, email address, post code, nationality, date of birth, national insurance number, employment status, benefit type, previous qualifications and attainment, household details, information on your right to work in the UK)
- characteristics (such as ethnicity, disability/learning difficulties, marital status, sexual orientation, religion, barriers to employment)
- details of meetings and interventions (discussions with adviser, progress updates, details of support provided, referrals).

Why we collect and use this information

We use client data to:

- enable us to support clients into employment and learning
- enable us to carry out specific functions for which we are responsible
- derive statistics which inform decisions about service provision
- to contact clients in the event of emergency or appointment cancellation

The lawful basis on which we use this information

We collect and use this information under the provisions and obligations imposed by the General Data Protection Regulation (GDPR) which came into force on 24th May 2016 and comes into effect on the 25th May 2018 and the Data Protection Act 2018.

The lawful bases for the processing of this data are:

- Article 6 (1) (a) Consent.

This is also collected under GDPR Article:

- Article 9 (2) (g) processing is necessary for reasons of substantial public interest
- Article 9 (2) (j) for archiving, research and statistics purposes.
- Article 9 (2) (b) for employment, social security and social protection purposes.

We also collate personal data known as 'special categories' of information under Articles 9 (2) (b) and (h) of the General Data Protection Act as follows:

- Equalities data

In most cases it will be that the information is being gathered to assist the Council in meeting its public sector equality duty under section 149 of the Equality Act 2010.

The data is also used by Sefton@work and Sefton Council to monitor Service provision and help plan for future service development. Anonomised information will be used to provide data for bids to enable us to attract additional funding.

Collecting this information

The information you provide to us is voluntary and part of an agreement to enable you to access our services.

If you are placed onto a project the Privacy Notice for that project will come into force.

Storing this information

We will store your information within our Aptem CRM system and in our secure filing system. If you no longer wish to work with us you can contact us at any time and we agree to delete your record.

We will hold your information for for the period of time you are working with us. If we do not have any contact with you for 12 months we will remove your details from our records. If you are engaged in a European Funded project your details will be held for the time specified in their Privacy Notice.

Who we share this information with

We will not share your client information unless you choose to engage in an additional project at which time we will obtain your consent.

Sefton@work will share information with Sefton Adult and Community Learning to provide impartial Information Advice and Guidance to support clients in making next steps into learning. We do not share information about clients without consent unless the law and our policies allow us to do so.

Data collection requirements

The data we collect is required to enable you to access the information, advice and guidance services offered by Sefton@work, to enable us to source suitable support mechanisms. The lawful basis for processing can be found on page 1 of this document.

Requesting access to your personal data

Under data protection legislation, clients have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your educational record held by their education provider, contact

Linda Patterson: Employment Programme Delivery Manager Tel 0151 934 2610 email seftonnetwork.info@sefton.gov.uk

The rights to access, erasure, rectification and data portability all need careful consideration, along with the right to object to direct marketing, profiling and processing under legitimate interests. The GDPR provides the following rights for individuals:

- the right to be informed about the collection and use of their personal data.
- the right to access their personal data and supplementary information.
- the right to have inaccurate personal data rectified, or completed if it is incomplete.
- The right to have personal data erased. This is also known as ‘the right to be forgotten’.
- the right to request the restriction or suppression of their personal data.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

- the right to lodge a complaint with the supervisory authority (the Information Commissioner’s Office)

Under data protection legislation you have the right to request access to the information we hold about you.

To make this request please contact:

Linda Patterson: Employment Programme Delivery Manager Tel 0151 934 2610 email seftonnetwork.info@sefton.gov.uk

Further information

If you would like further information about this privacy notice, please contact:

**Information Management and Governance Lead (Data Protection Officer)
Tel. Catherine Larkin 0345 140 0845 email ino.information@sefton.gov.uk**

Fair Processing Notice – ESF Liverpool City Region Ways to Work Project

The Department for Work and Pensions (DWP) European Social Fund (ESF) Managing Authority is the 'data controller' for all personal data required to help deliver the ESF Liverpool City Region Ways to Work programme. This means that they decide the purpose and means of how your data is used as part of our Ways to Work activities.

Liverpool City Region Combined Authority (LCRCA) is the data processor for the data.

If you have any questions about how your information is being used you can contact LCRCA's Data Protection Officer at:

DPO@merseytravel.gov.uk

0151 330 1679

1 Mann Island, Liverpool, L69 3HN

Purpose of the processing and the legal basis for the processing

Your information is being used to confirm that you are eligible for the ESF/YEI Ways to Work project and to assist in identifying ways to help you move nearer to the labour market. We are able to do this with your consent that you provided when you registered onto the ESF/YEI Ways to Work programme.

LCRCA will be processing personal data in the ESF programme according to the following lawful basis:

Article 6 (1) (e) GDPR

'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.'

Article 9 (2) (b) GDPR provides DWP with the lawful basis for processing 'special category (sensitive) data i.e. regarding ethnicity and disability:

'processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to the Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject.'

Description of the categories of personal data

The categories of information being processed include:

- Your first and last names, address and contact details, including email address and telephone number, date of birth, ethnicity, gender;
- information about your entitlement to work in the UK;
- information about your household situation (i.e. if you live with other working adults and/or dependents,
- details about your current employment status, length of unemployment,
- if you are engaging in training/education,
- details of your qualifications,
- Number of people in household
- Number of people employed in household,
- Number of 0-17 year olds in household
- Number of economically inactive 18-24 year olds in household

- Eligibility to work in the UK
- Physical Disability - Yes or No
- Health condition - Yes or No
- Lone parent - Yes or No
- Refugee - Yes or No
- Asylum seeker –Yes or No
- NEET (Not in Employment, Education or Training) – Yes or No
- Start date on project
- End date on project
- Status on leaving
- If commencing/completing training or education on or after leaving the programme, the name and address of the training/education establishment, course/qualification title, awarding body, training state and end date and if the qualification was achieved?
- If finding employment whilst on or after leaving programme, the job title, start date and name and contact details of employer.

Why does the Combined Authority process personal data?

LCRCA is contractually committed by DWP to provide data of all participants of the Ways to Work project to confirm eligibility for the programme and for monitoring and evaluation purposes.

LCRCA is required to process your information in accordance with the contractual requirement of the ESF Ways to Work project. Failure to provide your personal data would lead to the funding for the project being withdrawn.

Who is your data shared with?

Your information will be shared with ESIF team in the Combined Authority, the Secretary of State, Representatives of the Secretary of State, the ESF DWP Managing Authority, Evaluators appointed by the ESF DWP Managing Authority, Representatives of the European Commission, European Court of Auditors and Evaluators appointed for subsequent evaluations by the Ways to Work project. The information provided will enable the Data Controller to meet its reporting obligations and to demonstrate compliance with EU requirements.

Where is your data stored?

Data is stored in a range of different places, including in the Combined Authority's IT systems (including email system). Participant paperwork is stored in locked cabinets.

How does the Combined Authority process data?

The Combined Authority takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by its employees in the performance of their duties.

How long does the Combined Authority keep data?

Your data will be kept as a minimum, for two years after the Audit Authority submits the Annual Control Report in which the final expenditure for the completed project is included. This is to ensure documents may be made available to the European Commission and European Court of Auditors upon request in accordance with Article 140(1) of Regulation (EU) No 1303/2013.

This retention period has been determined by The European Commission as detailed in the data/retention policy in the link below:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591617/ESF_Guidance_on_document_retention.pdf

Your rights

The GDPR provides you with the following rights when it comes to your personal data:

- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which include providing copies of the information to you within one month of a request.
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to restrict processing, which limits what the Combined Authority can do with your information
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

Please note that your right to erasure and right to data portability do not apply to ESF participants because of the particular lawful basis under which ESF personal data is being processed.

The right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint regarding the processing of your personal data to the UK's supervisory authority, the Information Commissioner, who can be reached using the details below:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
www.ico.gov.uk
0303 123 1113

The source the personal data originates from and whether it came from publicly accessible sources

We receive your personal data from the 6 Local Authorities in the Liverpool City Region delivering jobs, education and training information, advice and guidance funded via ESF Ways to Work project, as part of a data sharing agreement in relation to the Ways to Work Project.

Rights of Access Requests

You can make a request for your information to ESF DWP Managing Agent via the link below:

<https://www.gov.uk/government/publications/dwp-request-for-personal-information>

DWP's Privacy Policy

DWPS's personal information charter (or privacy policy) can be accessed via the following link:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>

The privacy policy contains the standards you can expect from them, how and why they use your personal information, and your rights and responsibilities.

ESF - Positive Inclusion Programme - Fair Processing Notice

The Department for Work and Pensions (DWP) European Social Fund (ESF) Managing Authority is the 'data controller' for all personal data required to help deliver the ESF Liverpool City Region Positive Inclusion Programme. This means that they decide the purpose and means of how your data is used as part of our Positive inclusion Programme activities.

Liverpool City Region Combined Authority (LCRCA) is the data processor for the data.

If you have any questions about how your information is being used you can contact LCRCA's Data Protection Officer at:

DPO@merseytravel.gov.uk

0151 330 1679

1 Mann Island, Liverpool, L69 3HN

Purpose of the processing and the legal basis for the processing

Your information is being used to confirm that you are eligible for the ESF Positive Inclusion Programme and to assist in identifying ways to help you move nearer to the labour market. We are able to do this with your consent that you provided when you registered onto the ESF Positive Inclusion Programme.

LCRCA will be processing personal data in the ESF programme according to the following lawful basis: Article 6 (1) (e) GDPR

'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.'

Article 9 (2) (b) GDPR provides DWP with the lawful basis for processing 'special category (sensitive) data i.e. regarding ethnicity and disability:

'processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to the Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject.'

Description of the categories of personal data

The categories of information being processed include:

- Your title, first and last names, address and contact details, including email address and telephone number, date of birth, ethnicity, gender;
- National insurance number;
- information about your entitlement to work in the UK;
- information about your household situation (i.e. if you live with other working adults and/or dependents,
- details about your current employment status, length of unemployment,
- if you are engaging in training/education,
- details of your qualifications,

- Number of people in household
- Number of people employed in household,
- Number of 0-17 year olds in household
- Number of economically inactive 18-24 year olds in household
- Eligibility to work in the UK
- Physical Disability - Yes or No
- Health condition - Yes or No
- Lone parent - Yes or No
- NEET (Not in Employment, Education or Training) – Yes or No
- Ex-offender – Yes or No (1.4 only)
- Start date on project
- End date on project
- Status on leaving
- If commencing/completing training or education on or after leaving the programme, the name and address of the training/education establishment, course/qualification title, awarding body, training state and end date and if the qualification was achieved?
- If finding employment whilst on or after leaving programme, the job title, start date, location of job, type of contract, number of hours per week and name and contact details of employer.

Why does the Combined Authority process personal data?

LCRCA is contractually committed by DWP to provide data of all participants of the Positive Inclusion Programme to confirm eligibility for the programme and for monitoring and evaluation purposes. Collection of your national insurance number enables the LCRCA to identify duplicate registrations so that we provide the correct number of participants on the project to the ESF Managing Authority.

LCRCA is required to process your information in accordance with the contractual requirement of the ESF Positive Inclusion Programme. Failure to provide your personal data would lead to the funding for the project being withdrawn.

Who is your data shared with?

Your information will be shared with ESIF team in the Combined Authority, the Secretary of State, Representatives of the Secretary of State, the ESF DWP Managing Authority, Evaluators appointed by the ESF DWP Managing Authority, Representatives of the European Commission, European Court of Auditors and Evaluators appointed for subsequent evaluations by the Positive Inclusion Programme. The information provided will enable the Data Controller to meet its reporting obligations and to demonstrate compliance with EU requirements.

Where is your data stored?

Data is stored in a range of different places, including in the Combined Authority's IT systems (including email system). Participant paperwork is stored in locked cabinets.

How does the Combined Authority process data?

The Combined Authority takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by its employees in the performance of their duties.

How long does the Combined Authority keep data?

Your data will be kept as a minimum, for two years after the Audit Authority submits the Annual Control Report in which the final expenditure for the completed project is included. This is to ensure documents may be made available to the European Commission and European Court of Auditors upon request in accordance with Article 140(1) of Regulation (EU) No 1303/2013.

This retention period has been determined by The European Commission as detailed in the data/retention policy in the link below:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591617/ESF_Guidance_on_document_retention.pdf

Your rights

The GDPR provides you with the following rights when it comes to your personal data:

- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which include providing copies of the information to you within one month of a request.
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to restrict processing, which limits what the Combined Authority can do with your information
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

Please note that your right to erasure and right to data portability do not apply to ESF participants because of the particular lawful basis under which ESF personal data is being processed.

The right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint regarding the processing of your personal data to the UK's supervisory authority, the Information Commissioner, who can be reached using the details below:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
www.ico.gov.uk

0303 123 1113

The source the personal data originates from and whether it came from publicly accessible sources

We receive your personal data from the 5 Local Authorities in the Liverpool City Region delivering jobs, education and training information, advice and guidance funded via ESF Positive Inclusion Programme, as part of a data sharing agreement in relation to the Positive Inclusion Programme.

Rights of Access Requests

You can make a request for your information to ESF DWP Managing Agent via the link below:

<https://www.gov.uk/government/publications/dwp-request-for-personal-information>

DWP's Privacy Policy

DWPS's personal information charter (or privacy policy) can be accessed via the following link:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>

The privacy policy contains the standards you can expect from them, how and why they use your personal information, and your rights and responsibilities.