



Employee & Applicant Privacy Notice

MIB is committed to protecting the privacy and security of your personal data.

This privacy notice describes how we collect and use your personal data before, during and after your working relationship with us, in accordance with applicable data protection laws.

Introduction

Motor Insurers' Bureau Group and its associated client companies hold and process data on applicants and employees in connection with the potential and actual employment relationship (“you” or “your”).

Motor Insurers' Bureau Group and its associated client companies include Motor Insurers' Bureau and its subsidiary companies (Official Injury Claim Limited, MIB Management Services Limited, MIB Portal Services Limited and Tracing Services Limited) (collectively, “MIB”). This privacy notice is issued on behalf of Motor Insurers' Bureau Group and its associated client companies, so when we mention “MIB”, “we”, “us” or “our” in this privacy notice, we are referring to the relevant company within the MIB Group responsible for processing your personal information. We will let you know which entity will be the controller for your personal data when you apply for a job with us and specify this in your contract of employment. You can request full contact details of the relevant MIB company by contacting us at humanresources@mib.org.uk.

1 Important information and who we are

Purpose of this privacy notice

This privacy notice explains how MIB collects and processes your personal data if you:

- Apply for a job at MIB
- Are an employee, contractor or temporary worker of MIB

It is important that you read this privacy notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you, so that you are aware of how and why we are using your data and what your rights are under the data protection legislation.

Controller

MIB is the controller in respect of your personal data for the purposes of the data protection legislation. This means that we are responsible for deciding how we hold and use your personal data. We are required under the data protection legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Officer (“DPO”) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise ‘Your legal rights’, please contact the Group Privacy Office (“GPO”) using the details set out at the end of this notice.

Definitions

(“personal data”) means any information about an individual from which that person can be identified.

There are special categories of personal data which are more sensitive and therefore require a higher level of protection, these include details about your race or ethnicity, religious or philosophical beliefs, sex life,

sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data (“**special category data**”). Personal data relating to criminal convictions and offences or related security measures (“**criminal offence data**”) is also subject to this higher level of protection.

2 The data we collect about you

We may collect, store and use different types of personal data about you as follows:

- **Identity Data** includes name, title, marital status, date of birth, gender, nationality, next of kin details and photographs.
- **Contact Data** includes address, email address, telephone numbers and next of kin details. Where you provide personal data about other third-party individuals, such as your spouse, civil partner, children, dependants or emergency contacts, where appropriate, you should direct these individuals to this privacy notice to ensure they understand how we collect and use their personal data.
- **Recruitment Data** includes any information included in copies of right to work documentation, references, your CV, background checks, the application form completed by you as part of the application process, and any other information you may give us throughout the recruitment process.
- **Employee Data** includes employment records, performance information, disciplinary and grievance information, training, and development records, monitoring data (such as CCTV, login and access records and IT usage data) salary, annual leave, pension and benefits information and any other information gathered as part of your ongoing employment with MIB.
- **Financial Data** includes bank account, remuneration information and tax information.
- **CCTV Data** includes any CCTV footage (audio and visual) of you recorded when you visit MIB owned premises.
- Any other personal data you may provide to us from time to time.

We may also collect, store and use the following **special category data**:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Information about any disability for which you require reasonable adjustments to be made.
- Information about your health.
- Criminal offence data.
- Biometric Data (in limited circumstances)

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data in law as this data will **not** directly or indirectly reveal your identity. For example, where we need to report our gender pay gap figures to comply with legislation. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal

data which will be used in accordance with this privacy notice.

If you fail to provide personal data

Where we ask you to provide personal information to us on a mandatory basis, we will inform you of this at the time of collection and in the event that particular information is required to discharge our duties as an employer or satisfy our legal obligations this will be indicated. Where you refuse to provide information that we reasonably require to fulfil our obligations this may mean that we are unable to continue with your job application or it could result in your employment being terminated, as MIB will not have the personal data we believe to be necessary to manage and administer our relationship with you.

Data accuracy and your duty to inform us of changes

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

You also have a right to request correction of your personal data we hold about you: see 'Your legal rights' below for further information.

3 How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your personal data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - Apply for a job at MIB.
 - Create an applicant account on our career's website
 - As part of the employee onboarding process
 - Contact us for assistance
 - Enter a survey.
 - Make a complaint.
 - Give us feedback or contact us.
- **Third parties or publicly available sources.** We will receive personal data about you from various third parties and public sources as set out below:
 - Analytics providers.
 - Employment Agencies.
 - Advertising networks.
 - Search information providers such as credit reference agencies and vetting agencies
 - Your previous employer.
 - Nominated referees
 - Educational and professional establishments

- Medical professionals
- Professional advisory service providers

4 How we use your personal data

Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we have your consent.
- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

Special Category Data

We may process special category data as outlined below in '*Purposes for which we will use your personal data and special category data*' and in the following general circumstances:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations or exercise rights in connection with employment.
- Where it is needed in the public interest, such as for equal opportunities monitoring.
- Where it is necessary to protect you or another person from harm.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your vital interests (or someone else's vital interests) and you are not capable of giving your consent, or where you have already made the information public.

Purposes for which we will use your personal data and special category data

We have set out below, in a table format, a description of all the ways we plan to use your personal or special category data, and which of the lawful bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your personal data. Please contact us if you need details about the specific lawful basis we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
Applies to all data subjects		
<p>To comply with our legal obligations in connection with:</p> <ul style="list-style-type: none"> • Data protection; • Tax; • Health and safety; • Anti-money laundering; • Anti-discrimination; • Mandatory reporting obligations; • Disclosures required by law enforcement agencies; • Fraud investigations; and • Any other legal obligations placed on us from time to time. 	Any relevant type	<p>(a) Necessary to comply with a legal obligation</p> <p>(b) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security, and social protection law, to the extent permissible under applicable laws.</p> <p>(c) Necessary to protect your vital interests or of another person where you are physically or legally incapable of giving consent (for example in exceptional emergency situations, such as a medical emergency)</p>
To deal with legal disputes, including bringing or defending legal claims.	Any relevant type	Necessary for our legitimate interests (to defend and enforce our rights)
To manage and investigate any complaint under MIB's grievance policy (or other relevant policies) to meet our obligations under employment law.	Any relevant type	Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.
If you visit one of our MIB owned premises, to monitor activity on our premises.	CCTV	<p>Necessary for our legitimate interests (to keep individuals safe and secure and to investigate any incidents on our premises)</p> <p>Further details of how we use CCTV can be found in our CCTV Policy.</p>

Job applicants		
To process job applications in order to make a decision about your recruitment or appointment, for example, inviting you to interview.	(a) Identity (b) Contact (c) Special Category (d) Recruitment	(a) Performance of a contract (to take steps at the applicant's request to enter into a contract of employment). (b) Necessary for our legitimate interests (to ensure efficient and effective recruitment) (c) Necessary to comply with a legal obligation (for example, to make reasonable adjustments). (d) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.
MIB Employees		
To contact you about your employment and about essential MIB updates.	(a) Identity (b) Contact	Performance of a contract with you
To administer and process your pay, pensions, benefits and other services you may sign up for.	(a) Identity (b) Contact (c) Financial (d) Special Category (e) Employee	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to manage our workforce and general HR processes) (c) Necessary to comply with a legal obligation

		(d) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.
To administer our employee recognition programme.	(a) Identity (b) Contact (c) Financial	Necessary for our legitimate interests (to develop and reward our workforce)
To process your leave and absence requests.	(a) Identity (b) Contact (c) Financial (d) Special Category (e) Employee	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to manage our workforce effectively) (c) Necessary to comply with a legal obligation (d) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.
To support and manage you.	(a) Identity (b) Contact (c) Financial (d) Special Category (e) Employee	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to manage our workforce effectively) (c) Necessary to comply with a legal obligation

		(d) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.
To ensure our IT systems are secure and are being used appropriately in accordance with our internal policies, standards and procedures. Including identification and access verification functionality options (which you have chosen to use)	(a) Employee (b) Special Category	(a) Necessary for our legitimate interests (to prevent and detect unauthorised use of MIB Group information) (b) With your explicit consent Further details of how we use IT usage data can be found in our Information Security Policy.
To monitor compliance with applicable legal and regulatory requirements and our internal policies, standards and procedures.	(a) Employee	(a) Necessary to comply with a legal obligation. (b) Necessary for our legitimate interests (to ensure we operate our organisation effectively)
To send you statutory communications.	(a) Identity (b) Contact	Necessary to comply with a legal obligation
To carry out statistical analysis of our employees and workplaces, for example, to comply with equality and diversity requirements or to keep MIB's commitment to equal opportunities under review.	(a) Identity (b) Contact (c) Recruitment (d) Special Category (e) Employee	(a) Necessary for our legitimate interests (to assess trends, to develop and grow our organisation and to inform our business strategy) (b) Necessary for the purposes of carrying out the obligations and exercising the rights of you or MIB in the field of employment law, social security and social protection law, to the extent permissible under applicable laws.

Where relevant for publishing appropriate communications via our	(a) Identity	(a) On the basis of your consent
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<p>Intranet, social media and other publicity channels to promote our organisational aims.</p>		<p>(b) Necessary for our legitimate interests (to promote our organisational aims and objectives)</p>
<p>To manage our relationship with you which will include:</p> <ul style="list-style-type: none"> • Notifying you about changes to our terms or privacy notice; and • Asking you to provide a review or take a survey. 	<p>(a) Identity (b) Contact (c) Marketing and Communications</p>	<p>(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to obtain employee feedback)</p>

Criminal offence data

We envisage that we will hold criminal offence data.

We will only collect criminal offence data 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. We will use information about criminal convictions and offences in the following ways:

- To check if you are permitted to undertake the role for which you wish to be employed for.
- Assess your suitability for appointment or continued employment.

We are allowed to use your personal data in this way to carry out our obligations as your potential employer and because it is necessary to meet legal and regulatory obligation.

Social networks

From time to time we may use advertising on professional social networks (for example, LinkedIn) to promote our jobs and encourage people to join MIB. We base this processing on our legitimate interest to build a decision base in order to establish an employment relationship with you or to confirm the accuracy of the information presented by you within the course of the application.

Automated decision making

We do not envisage that any decisions that will have a legal or significantly similar effect on you will be taken about you using automated means, however we will notify you in writing if this position changes.

Change of purpose

We will only use your personal data 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 you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for a purpose that is not compatible, 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 data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5 Disclosures of your personal data

We may share your personal data with third parties when the law allows us to do so. By third parties, we mean organisations that are not MIB.

For the purposes set out in the '*How we use your personal data*' section above, we may share your personal data with the following third-party processors:

- IT and system administration service providers.
- HR services providers.
- Search information providers.
- Marketing service providers.
- Employee survey providers in order to receive feedback and improve our services.

We may also share your personal data with third parties in the following circumstances:

- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- Other MIB Group companies to whom we may choose to merge our organisation with. If we transfer our engagements to another MIB Group organisation, then the receiving MIB Group organisation may use your personal data in the same way as set out in this privacy notice. If we amalgamate with one or more other MIB Group organisations, the new amalgamated MIB Group organisation may use your personal data in the same way as set out in this privacy notice.
- When it is necessary for the establishment, exercise or defence of legal claims.
- HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances.
- Law enforcement bodies, where necessary to prevent, detect and investigate crime.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the

rights, property, or safety of our customers, our regulator, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money laundering and credit risk reduction.

6 International transfers

We may transfer your personal data outside the UK. We will only do so if adequate protection measures are in place in compliance with the data protection legislation. We will only transfer your personal data to countries in the European Economic Area (“EEA”) which have been deemed to provide an adequate level of protection for personal data.

7 Data security

MIB takes data security extremely seriously. We have put in place appropriate security measures to protect your personal data against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

We limit access to your personal data to those employees, workplace representatives, agents, contractors and other third parties who have a need to know in order to carry out their duties effectively. The type of personal data shared with them will be relevant to the purpose for which the data is used. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

If you are an applicant applying through our career’s portal operated by Salesforce, your MIB login information is password protected so that only you can access it and view the information contained in your account. You are responsible for maintaining the secrecy of your passwords.

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

8 Data retention

How long will you keep my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

Some of our retention periods are as follows:

- Online application forms – retained for a period of 12 months’ following an applicant’s last system access, after which it is deleted.

- Employee records – retained for 6 years after the date in which the relationship of employment ceases.
- Criminal records information – retained for 6 months after the outcome of the recruitment exercise.

Further details of our retention periods are available in MIB's full data retention schedule, please contact the HR at humanresources@mib.org.uk to request a copy.

In some circumstances you can ask us to delete your data: see '*Your legal rights*' below for further information.

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 data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

9 Your legal rights

We aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your personal data without having to exercise your legal rights. If you are an employee, you can update your personal data yourself by logging into me@MIB. If you are unable to do so, then please HR at humanresources@mib.org.uk to make the required changes.

Under certain circumstances, you have rights under data protection legislation in relation to your personal data. You have the right to:

- **Request access to your personal data** (commonly known as a "subject access request") - this enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction of the personal data that we hold about you** - this enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure of your personal data** - this enables you to ask us to delete or remove personal data 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 data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with a legal requirement. Please note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable.

- **Object to processing of your personal data** – this applies where we are relying on a legitimate interest (or those of a third party) as the lawful basis for the processing of your personal data and there is something about your particular situation which makes you want to object to processing on this ground on the basis that it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate ground(s) to process your information which override(s) your rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request restriction of processing of your personal data** - this enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - If you want us to establish the accuracy of the data.
 - Where our use of the data is unlawful but you do not want us to erase it.
 - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
 - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer of your personal data to you or to a third party** - we will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** - where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain goods or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact HR at humanresources@mib.org.uk.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Contact details

If you have any questions about this privacy notice or our privacy practices, please contact our GPO in the following ways:

Full name of legal entity: Motor Insurers' Bureau

Email address: privacy@mib.org.uk

Postal address: Motor Insurers' Bureau, Linford Wood House, 6-12 Capital Drive, Linford Wood, Milton Keynes, MK14 6XT.

You have the right to make a complaint at any time to the Information Commissioner's Office ("ICO"), the UK regulator for data protection issues (www.ico.org.uk). We would, however, welcome the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy notice

We keep our privacy notice under regular review. We will notify you of any changes by posting the new privacy notice on this page. You are advised to review this privacy notice periodically for any changes and advise us of any changes to your personal data.

DOCUMENT CONTROL

Title:	Applicant & Employee Privacy Notice
Synopsis:	This document describes how we collect and use applicant and employee personal data.
Document owner:	Head of Candidate & Employee Experience
Document status:	Active
Approved by:	Joanne Djebara
Review cycle:	Quarterly
Key references:	CCTV Policy Information Security Policy

CHANGE CONTROL

Version	Date	Issued by	Reason for issue/revision
4.0	19/01/2022	Head of Candidate & Employee Experience	Review in light of updates to applicable data protection legislation and guidance
4.1	12/05/2022	Head of Candidate & Employee Experience	Update to privacy notice to include additional HR processing activities e.g., personal data of dependants

REVIEW

4.1	24/10/23	No changes made
4.2	22/11/23	Inclusion of Biometric Data for Access Verification