



Fair Processing Notice

Chester Zoo is committed to maintaining the accuracy, confidentiality and security of your personal information. This Fair Processing Notice describes the personal information that Chester Zoo collects from or about you, and how we use and to whom we disclose that information. This notice applies to employees, interns, volunteers and students; past, present and prospective.

Who we are

"Chester Zoo" refers to the following entities:

North of England Zoological Society (NEZS)

The North of England Zoological Society is the organisation that manages the operation of Chester Zoo and our conservation campaign, Act for Wildlife. NEZS was formed by the zoo's founder, George Mottershead.

The North of England Zoological Society is a company limited by guarantee and registered in England no. 287902.

Our registered charity no. is 306077 and our VAT no. is 595 7286 79.

Chester Zoo Enterprises Ltd

Chester Zoo Enterprises Limited is a private company limited by shares, registered in England and Wales with company number 02669535. It is a wholly owned subsidiary of NEZS and its main activities are commercial trading activities including the operation of our shops and restaurants. Chester Zoo Enterprises Limited donates its profits to NEZS.

We refer to these two entities collectively as "Chester Zoo" throughout this policy, and references to "we" and "us" refer to the Chester Zoo entities collectively.

Chester Zoo's registered office is located at Cedar House, Caughall Road, Upton-by-Chester, Chester, CH2 1LH.

What Personal Information Do We Collect?

For the purposes of this Fair Processing Notice, personal information is any information about an identifiable individual, other than the person's business title or business contact information when used or disclosed for the purpose of business communications. Personal information does not include anonymous or non-personal information.

We collect and maintain different types of personal information in respect of those individuals who seek to be, are, or were employed by us, interns, volunteers and students, including the personal information contained in:

- CVs and applications;
- references and interview notes;
- photographs and video;
- letters of offer and acceptance of employment;

- employee handbook policy acknowledgement sign-off sheets;
- training and personal development records;
- payroll information; including but not limited to national insurance number, banking and deposit information;
- wage and benefit information;
- forms relating to the application for, or in respect of changes to, employee health and welfare benefits; including, short and long term disability, medical care; and
- beneficiary and emergency contact information.

In addition to the examples listed above, personal information also includes information such as name, home address, telephone, personal email address, date of birth, employee identification number and marital status, and any other information necessary to Chester Zoo business purposes, which is disclosed in the course of an application for employment or placement with Chester Zoo.

As a general rule, Chester Zoo collects personal information directly from you. In most circumstances where the personal information that we collect about you is held by a third party, we will obtain your permission before we seek out this information from such sources (such permission may be given directly by you, or implied from your actions). An example of this would be an employment reference.

From time to time, we may use the services of third parties and may also receive personal information collected by those third parties in the course of the performance of their services for us. In that case, we will take reasonable steps to ensure that such third parties have represented to us that they have the right to disclose your personal information to us.

Where permitted or required by applicable law or regulatory requirements, we may collect information about you without your knowledge or consent.

Why Do We Collect Personal Information?

The personal information collected is used and disclosed for our business purposes, including establishing, managing or terminating your employment relationship with Chester Zoo. Such uses include:

- determining eligibility for initial employment, including the verification of references and qualifications;
- administering pay and benefits;
- processing employee work-related claims (e.g. worker compensation, insurance claims, etc.)
- establishing training and/or development requirements;
- conducting performance reviews and determining performance requirements;
- assessing qualifications for a particular job or task;
- gathering evidence for disciplinary action, or termination;
- establishing a contact point in the event of an emergency (such as next of kin);
- complying with applicable labour or employment statutes;
- compiling directories;
- ensuring the security of company-held information; and
- such other purposes as are reasonably required by Chester Zoo.

Monitoring

The work output of Chester Zoo employees, whether in paper record, computer files, or in any other storage format belongs to us, and that work output, and the tools used to generate that work output, are always subject to review and monitoring by Chester Zoo.

In the course of conducting our business, we may monitor employee activities and our premises and property. For example, some areas of our premises are equipped with CCTV.

Where in use, CCTV cameras are there for the protection of employees and third parties, and to protect against theft, vandalism and damage to Chester Zoo goods and property. Generally, recorded images are routinely destroyed and not shared with third parties unless there is suspicion of a crime, in which case they may be turned over to the police or other appropriate government agency or authority. Pursuant to the NEZS Policy and Guidelines for the use of IT systems and your contract of employment, we have the capability to monitor all employees' computer and e-mail use.

This section is not meant to suggest that all employees will in fact be monitored or their actions subject to constant surveillance. It is meant to bring to your attention the fact that such monitoring may occur and may result in the collection of personal information from employees (e.g. through their use of our resources). When using Chester Zoo equipment or resources employees should not have any expectation of privacy with respect to their use of such equipment or resources.

How Do We Use Your Personal Information?

We may use your personal information for the purposes described in this Policy, or for any additional purposes that we advise you of and where your consent is required by law we have obtained your consent in respect of the use or disclosure of your personal information.

We may use your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so.

When Do We Disclose Your Personal Information?

We may share your personal information with our employees, members, contractors, consultants and other parties who require such information to assist us with establishing, managing or terminating our employment relationship with you, including: parties that provide products or services to us or on our behalf and parties that collaborate with us in the provision of products or services to you. An example of this is the provision of a healthcare cash plan by Medicasha third party organisation providing processing services to Chester Zoo.

Also, your personal information may be disclosed:

- as permitted or required by applicable law or regulatory requirements. In such a case, we will not disclose more personal information than is required under the circumstances;
- to comply with valid legal processes such as search warrants, subpoenas or Court orders;
- as part of Chester Zoo regular reporting activities;
- to protect the rights and property of Chester Zoo;
- during emergency situations or where necessary to protect the safety of a person or group of persons;
- where the personal information is publicly available; or
- with your consent where such consent is required by law.

Notification and Consent

Privacy and employment laws do not generally require Chester Zoo to obtain your consent for the collection, use or disclosure of personal information for the purpose of establishing, managing or terminating your employment relationship. In addition, we may collect, use or disclose your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so.

Where your consent is required this will always be captured in a clear unambiguous way to ensure you are fully informed as to what you are consenting to. Where your consent is required for our collection, use or disclosure of your personal information, you may, at any time, subject

to legal or contractual restrictions and reasonable notice, withdraw your consent. All communications with respect to such withdrawal or variation of consent should be in writing and addressed to the Data Protection Officer.

How is Your Personal Information Protected?

Chester Zoo endeavours to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

How Long is Your Personal Information Retained?

Except as otherwise permitted or required by applicable law or regulatory requirements, Chester Zoo will retain your personal information only for as long as it believes is necessary to fulfil the purposes for which the personal information was collected (including, for the purpose of meeting any legal, accounting or other reporting requirements or obligations). We may, instead of destroying or erasing your personal information, make it anonymous such that it cannot be associated with or tracked back to you. In most cases your data will be deleted 6 years after you have left the company. If you have applied to work for Chester Zoo and have been unsuccessful we will retain your data and this will be deleted 6 months from date of application.

Updating Your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during the course of your employment, please keep us informed of such changes.

In some circumstances we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

Access to Your Personal Information

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please contact the Data Protection Officer. Please note that any such communication may be required in writing.

When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you. We may charge you a fee to access your personal information; however, we will advise you of any fee in advance. If you require assistance in preparing your request, please contact the Data Protection Officer.

Your right to access the personal information that we hold about you is not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information that we hold about you. In addition, the personal information may have been destroyed, erased or made anonymous in accordance with our record retention obligations and practices.

If we cannot provide you with access to your personal information, we will try to inform you of the reasons why, subject to any legal or regulatory restrictions.

Your other legal rights

Data protection legislation also provides you with certain other rights. These are not always absolute rights and must be considered in the wider scope of the legislation. These rights are:

- right to erasure, also known as the right to be forgotten. The broad principle underpinning this right is to enable an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. In some circumstances this is not an absolute right;
- right to restrict processing. You have the right to 'block' or suppress processing of personal data. Again this is not an absolute right and will depend on the circumstances and any other legal/statutory obligations Chester Zoo may have;
- right to data portability. This is unlikely to apply in the circumstances of employment;
- right to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling). This is unlikely to apply in the circumstances of employment;
- rights related to automated decision making including profiling. This is unlikely to apply in the circumstances of employment;

Any questions you may have regarding the processing of your personal data should be directed to the Data Protection Officer of Chester Zoo.

Data Protection Officer
Chester Zoo
Cedar House
Upton-by-Chester
Chester
CH2 1LH