

Privacy Notice for Hertfordshire County Council's Human Resources (HR) & Payroll Service Desk Portal

HR & Payroll Service Desk Portal

Hertfordshire County Council (HCC) have made every endeavour to ensure the security and integrity of personal information that is shared for the purpose of requesting and receiving HR and Payroll advice. Personal information is only accessible by HR and Payroll staff designated to deal with the queries that are raised through the portal. Access to this information is controlled using usernames, passwords and for non-single sign on users, two factor authentication.

Your information

How we use your information

The information you provide via the portal is used to provide advice to you on:

- HR Payroll queries relating to pay and statutory deductions, leave entitlements, contracts of employment, references

We use the information you provide in several ways:

- To respond to your query, referencing HR Policies and Procedures
- To check your employee record on SAP to assist you with your query – this may include viewing information on pay, working hours/pattern, statutory deductions, personal data
- To assist you to access the portal – this may involve checking your personal email address and updating it on SAP if you do not have single sign on access
- To comply with legal and regulatory requirements (e.g. tax laws, employment regulations), where the query requires this.

A secure daily upload is pulled from SAP into the system at the back end of the portal. It is used to identify customers logging a query via the system. Access to this information is restricted to HR & Payroll staff. This includes organisational information about all employees who have access to the portal including name, job title, directorate, team, work email address and personal email address (if this has been provided).

This processing is in HCC's legitimate interests to provide an HR Advisory and Payroll service to its staff and managers.

Hertfordshire County Council (HCC) is the Data Controller for all the above information.

Who has access to your information

In addition to the Third Party named below, the information held in the portal is only accessible to designated members of Human Resources staff at Hertfordshire County Council. This includes the HR Service Desk teams (Advisory and Payroll), the wider HR Transactions and Payroll team and the HR Systems team who support the system.

We do not share your information with any other councils, companies or organisations.

Third party

We work with a third party in order to provide the HR & Payroll Service Desk portal to enable self-service access to advice, this company is called **Sunrise Software Ltd.**

Sunrise Software Ltd provide the HR & Payroll Service Desk portal via a supported web browser service. Their servers are hosted at data centres which are in the UK.

Sunrise Software Ltd holds this information solely for the purpose of allowing Hertfordshire County Council to fulfil their legal requirement to provide HR Advisory and Payroll advice.

Sunrise do not use your information or share it with any other organisations.

How do we protect your data

Our customer data is held securely on Hertfordshire County Council's and Sunrise Software Ltd.'s servers. This database is unique to Hertfordshire County Council.

We take the following steps to protect your data:

Access control:

- All HCC staff who access the database are required to complete HCC's data protection training
- There are strict access levels for administrators
- Single Sign On users will be logged directly into the portal via the Intranet links
- Non-Single Sign On users will access the portal using their username, password and two factor authentication (one time passcode).

Your rights

You have the right to:

- Access: Request access to the personal data we hold about you by making a subject access request
- Rectification: Correct any inaccuracies in your data if the information we hold is factually inaccurate
- Erasure: Request deletion of your data, however we may be unable to delete it if there is a need for us to keep it, which we would explain
- Restriction: Limit the processing of your data while we consider a request to have it corrected or deleted
- Portability: Receive a copy of your data in a structured, machine-readable format.

If you have any questions, you can contact data.protection@hertfordshire.gov.uk.

If you remain unhappy with the way Hertfordshire County Council has used your data or the way we have responded to a request, you have the right to complain to the Information Commissioner's Office, more information can be found here (ICO) <https://ico.org.uk>.