

Fair Processing Notice

The Shared Transactional Service Centre ('Shared Services') is a central hub which operates under the Policy and Resources Committee and is comprised of a number of different corporate and public services.

Shared services is managed by the Central Services Director ('the controller'), the data controller for the processing carried out for the following functions:

1. **Income Management** is responsible for the issuance of invoices and accounts for monies owed to the States of Guernsey, which includes, but is not limited to, Tax on Real Property. The Income Management Team is also responsible for internal banking processes, which includes the processing of States of Guernsey BACS files for salaries, wages and vendor payments and also the collection of customer Direct Debits.
2. **Reconciliation and Currency** is responsible for the reconciliation of States of Guernsey bank accounts and the management of the Guernsey Currency on behalf of the States Treasury.
3. The **Recoveries** Team is responsible for the collection of debt owed to the States of Guernsey.
4. **Payroll** is responsible for the administration of States of Guernsey payments relating to employee salaries and wages and the occupational pensioner payments.
5. **Pension Administration** is responsible for the administration of scheme members associated with the States of Guernsey's occupational pension scheme, which includes the calculation of pension entitlement.
6. **Recruitment** is responsible for the operation of the recruitment process, from the placement of an advert to the issuance of a contract, within the States of Guernsey.
7. **HR Administration** is responsible for sickness recording and recovery, the entry of working time on behalf of employees, the calculation of employee leave entitlement and Disclosure and Barring Service ('DBS') checking for voluntary roles within the States of Guernsey.
8. **Vendor Payments** is responsible for the payment of vendor invoices and management of vendor accounts across the States of Guernsey.
9. **Business Support** is responsible for the creation of vendor accounts, asset management, the management of the States of Guernsey's insurance policies and compliance procedures.
10. **HSC Income** is responsible for the issuance of Health and Social Care sales orders, the liaison with patients and their private medical insurance companies concerning the chargeable services which they have received as a private or overseas patient. The HSC Income Team also calculates and arranges the payment of allowances for foster carers.

1. The Data Protection Law

The controller acknowledges its obligations as per the data protection law, which provides a number of requirements in terms of processing activities involving personal data. The controller further acknowledges the general principles of processing as well as the rights of a data subject and more information in relation to these can be found by visiting www.gov.gg/DP.

The controller acknowledges that all processing of personal data must be lawful, fair and undertaken with transparency. The table (Appendix A – please see below) explains all of the processing which is being undertaken within Shared Services for the purposes set out above.

The controller has implemented a strict protocol across Shared Services which ensures personal data is not retained, by any of the teams set out above, past the point in time when the purpose for which the personal data was collected and processed has been carried out. Where the controller no longer considers there to be a lawful or legitimate basis to retain personal data, this information will be erased or destroyed in a safe and secure manner. If you wish to receive further information regarding how long your personal data will be retained, please contact the controller or their Data Protection Officer using the contact details below.

The controller may share your personal data in the following circumstances:

Identity data may be shared with a third party where –

- It is necessary to perform a contract for a legitimate purpose
- Authorised by regulations made by the Committee *for* Home Affairs
- Where it is necessary to comply with a legal or regulatory obligation

Financial data may be shared with a third party where –

- It is necessary to perform a contract, such as to make or receive a payment or arrange a financial transaction
- The third party represents the data subject in respect of a payment or financial transaction
- It is necessary to comply with a legal or regulatory obligation

Contact data may be shared with a third party where –

- The data subject has given consent for the contact data to be shared with the third party
- It is necessary for the performance of a contract, where the sharing of contact data is required to –
 - Facilitate the issuance of States of Guernsey invoices
 - Facilitate the collection of monies owed, including those overdue, to the States of Guernsey

- Facilitate the payment of monies due (to employees, pensioners, vendors and members of the public)
- Facilitate the delivery of goods
- Facilitate a pension transfer or for the administration of a scheme member's pension record
- Facilitate part of the staff on-boarding process (for an employee or volunteer)
- Facilitate the payment of an insurance claim

Health data may be shared with a third party where

- Consent is provided for the sharing of this data when the data subject provides their insurance details

The States of Guernsey have a professional relationship with a third party supplier, Agilisys Guernsey Ltd., who provide support to and carry out maintenance on the IT infrastructure of the organisation. For Agilisys to carry out the function they are contracted to provide, there will be instances where they may have sight of your personal data. Shared Services will only provide Agilisys with access to your personal data where there is a legitimate and lawful purpose for this access to be given in line with Schedule 2 of the Data Protection (Bailiwick of Guernsey) Law, 2017 and our internal policies and directives.

Your personal data will also be shared with the Scrutiny Management Committee ('SMC') and the Internal Audit function of the States of Guernsey, as specifically requested by the relevant controller and only where absolutely necessary for the completion of their relevant functions. Furthermore, any personal data shared with SMC and Internal Audit will be limited and processed in accordance with Conditions 5 and 13(b) of Schedule 2 of the Law.

In order to maximise the efficiency of the services provided across Shared Services, the controller has implemented digital solutions which may process your personal data in an automated manner. Any automated processing undertaken by the controller will not make a decision or carry out any action which will affect you as an individual. Furthermore, the automated processing is limited to processes such as sending automated responses to emails and automatically saving documents you have provided via email into the controller's secure electronic storage.

2. Contact Details

The address of Shared Services is:

Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey, GY1 1FH

The contact details of the controller are as follows:

The Income Management Team

Tel: +44 (1481) 717315

Email: income@gov.gg

The Reconciliation and Currency Team

Tel: +44 (1481) 747373

Email: cashiers@gov.gg

The Recoveries Team

Tel: +44 (1481) 717315

Email: recoveries@gov.gg

The Payroll Team

Tel: +44 (1481) 747383

Email: payroll@gov.gg

The Pension Administration Team

Tel: +44 (1481) 747382

Email: pensions@gov.gg

The Recruitment Team

Tel: +44 (1481) 747394

Email: erecruitment@gov.gg

The HR Administration Team

Tel: +44 (1481) 747369

Email: [@gov.gg](#)

The Vendor Payments Team

Tel: +44 (1481) 747392

Email: [payments@gov.gg](#)

The Business Support Team

Tel: +44 (1481) 747393

Email: [business@gov.gg](#)

The contact details of the Shared Services Data Protection Officer are as follows:

Tel: +44 (1481) 220012

Email: [data.protection@gov.gg](#)

Appendix A

Name of function	Personal data	Purpose of processing	Lawful basis for processing
Income Management	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title and date of birth. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to ensure that invoices, payment information and other related correspondence is issued to the correct customer. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to allow the processing of salaries, wages, vendor payments, direct debit payments and customer refunds. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to ensure that invoices, payment information and other related correspondence is issued to the correct customer at the correct address. <p>Health data</p> <ul style="list-style-type: none"> - This special category data may be provided directly by the data subject or indirectly via Health & Social Care and is processed for the purpose of liaising with private medical insurers in order for medical fees to be settled directly. 	<p>The processing is necessary for the conclusion or performance of a contract;</p> <p>The processing is necessary for the exercise or performance by a public authority of a function that is of a public nature;</p> <p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.</p>
Reconciliation and Currency	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o First name, or initials, last name and title. - Financial data <ul style="list-style-type: none"> o Bank account data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed for the purpose of making an electronic payment to the States of Guernsey or purchasing Guernsey currency <p>Financial data</p>	<p>The processing is necessary for the purposes of the legitimate interests of the controller or a third party;</p> <p>The processing is necessary for the exercise or performance by a public</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
	<ul style="list-style-type: none"> - Contact data <ul style="list-style-type: none"> o Postal address, email address and telephone numbers. 	<ul style="list-style-type: none"> - This personal data is provided by the data subject and processed when the data subject is ordering Guernsey currency. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that currency orders are delivered to the correct address 	<p>authority of a function that is of a public nature.</p>
Recoveries	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title and date of birth. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to ensure that invoices, payment information and other related correspondence is issued to the correct customer. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to facilitate payments made to the States of Guernsey. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that monies owed to the States of Guernsey can be collected. <p>Health data</p> <ul style="list-style-type: none"> - This special category data may be provided directly by the data subject or indirectly via Health & Social Care and is processed for the purpose of liaising with private medical insurers, so that medical fees can be settled directly. 	<p>The processing is necessary for the exercise or performance by a public authority of a function that is of a public nature;</p> <p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
Payroll	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title and date of birth. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Trade union membership 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed so that monies relating to salary, wages or occupational pension can be paid to them. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to ensure that payments can be made to the employee or occupational pensioner. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that pay advices can be issued and contact can be made in the event of a pay query. <p>Trade Union Membership</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject and processed upon the specific request of each data subject in order for their trade union membership subscription fees to be deducted at source, from the employee's pay. 	<p>The processing is necessary for the conclusion or performance of a contract;</p> <p>The data subject has given explicit consent to the processing of the personal data for the purpose for which it is processed.</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
Pension Administration	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title and date of birth. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed in order to facilitate the calculation and/or payment of pension benefits. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to facilitate the payment of pension benefits. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that pension benefits can be paid to the correct individual. <p>Health data</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject, their line manager or Occupation Health and may be processed if ill health retirement is being considered for the data subject. Pensions will require sight of Occupational Health's recommendations on such matters and potentially other medical documentation in order to undertake this process. 	<p>The processing is necessary for the conclusion or performance of a contract;</p> <p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.</p>
Recruitment	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title, date of birth and Population Management 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed as part of the job application and pre-employment checks process. <p>Financial data</p>	<p>The processing is necessary for the conclusion or performance of a contract;</p> <p>The processing is necessary for the exercise of any function of the States;</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
	<p>identification number.</p> <ul style="list-style-type: none"> - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data - Criminal data 	<ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to facilitate the payment of employment benefits and reimbursement of interview expenses. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that the necessary pre-employment checks can be undertaken in accordance with the contractual obligations of the role which the data subject is offered. <p>Health data</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject and processed in accordance with the Disability Charter, which has been signed by the States of Guernsey. The Disability Charter requires the States of Guernsey to provide individuals who have a disability with the same opportunities for an interview as every other individual applying for the role. <p>Criminal data</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject and processed in accordance with the pre-employment check regarding the provision of a DBS check which states the data subject's previous convictions. 	<p>The processing is authorised by regulations made by the Committee <i>for</i> Home Affairs for this purpose and carried out in accordance with those regulations.</p>
HR Administration	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed for the purpose of pre-employment checks, for the entry of working time on behalf of the data subject and 	<p>The processing is necessary for the conclusion or performance of a contract;</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
	<ul style="list-style-type: none"> ○ Full name, maiden name, marital status, date of birth and title. - Contact data <ul style="list-style-type: none"> ○ Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data - Criminal data 	<p>for the notification of certificated sickness, which is required under the terms of employment.</p> <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that the pre-employment checks can be completed. This personal data is also processed to ensure that annual leave entitlement is calculated correctly, sickness payments and other employment payments are processed. <p>Health data</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject, via their line manager, and processed for the purpose of sickness benefit recoveries. <p>Criminal data</p> <ul style="list-style-type: none"> - This special category data is provided by the data subject and processed in accordance with the pre-employment check regarding the provision of a DBS check which states the data subject's previous convictions. 	<p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional;</p> <p>The processing is authorised by regulations made by the Committee <i>for</i> Home Affairs for this purpose and carried out in accordance with those regulations.</p>
Vendor Payments	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> ○ Full name, maiden name, marital status, title and vendor account number. - Financial data <ul style="list-style-type: none"> ○ Bank account data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to enable invoices, or other requests sent to the States of Guernsey, to be processed. <p>Financial data</p>	<p>The processing is necessary for the conclusion or performance of a contract.</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
	<ul style="list-style-type: none"> - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former postal addresses and telephone numbers. 	<ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to enable a payment to be made to the data subject. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed so that identification and validation checks can be completed to ensure that the States of Guernsey and the data subject are protected from fraud. The information will also be used to send payments and/or payment information to the data subject. 	
Business Support	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title, date of birth and vendor account number. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p>	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed for the purpose of creating a vendor account and to ensure that the data subject can be paid for goods, services, grants, refunds or court related payments to be made by the States of Guernsey. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to enable vendor payments to be made by BACS. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed to ensure that compliance and security checks can be undertaken to ensure the personal data provided is bona fide. 	<p>The processing is necessary for the conclusion or performance of a contract;</p> <p>The processing is necessary for the purposes of the legitimate interests of the controller or a third party;</p> <p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional;</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
	<ul style="list-style-type: none"> - Health data 	<p>Health data</p> <ul style="list-style-type: none"> - This special category data will be provided by the relevant Committee within the States of Guernsey and is processed for the purpose of handling insurance claims made against the States of Guernsey. 	<p>The data subject has given explicit consent to the processing of the personal data for the purpose for which it is processed.</p>
HSC Income	<p>Basic personal data</p> <ul style="list-style-type: none"> - Identity data <ul style="list-style-type: none"> o Full name, maiden name, marital status, title and date of birth. - Financial data <ul style="list-style-type: none"> o Bank account data - Contact data <ul style="list-style-type: none"> o Current and previous postal address, email address, former addresses and telephone numbers. <p>Special category data</p> <ul style="list-style-type: none"> - Health data 	<p>Identity data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to ensure that invoices, payment information and other related correspondence is issued to the correct customer, or in the case of foster carers, to ensure that they are able to be paid their fostering allowance. <p>Financial data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject and processed to enable vendor payments to be made by BACs and for the payment of fostering allowances. <p>Contact data</p> <ul style="list-style-type: none"> - This personal data is provided by the data subject, or their authorised representative, and processed so that compliance and security checks can be undertaken to ensure data provided is bona fide <p>Health data</p> <ul style="list-style-type: none"> - This special category data is provided by the Committee <i>for</i> Health and Social Care and is processed for the issuance of an invoice which relates to a private or chargeable treatment given whilst receiving care at the 	<p>The processing is necessary for a health or social care purpose and is undertaken by a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.</p>

Name of function	Personal data	Purpose of processing	Lawful basis for processing
		Princess Elizabeth Hospital or other States of Guernsey health facility and any further liaison with the data subject or their private medical insurance company.	