



HR Software and Support that Simplifies GDPR Compliance

Introduction

GDPR, the new data protection regulation employers in the UK have needed to abide by since 25 May 2018, needs to be taken seriously—there could be significant fines for companies which flout it.

The new law gives your staff the right to know what is being stored about them and why, the right to see it, and in some circumstances the right to object to the processing of their data and the right to be forgotten/erased.

At citrusHR our mission is to make complying with employment and related law much easier for employers- so we have worked hard to come up with a series of tools to help you comply with GDPR for your staff.



Our Commitment to Our Customers Under GDPR

The new law is being driven by the Information Commissioner's Office, often known as the ICO.

The ICO define us as a Data Processor for our customers because we hold employee data within our software. As a processor, GDPR requires us to make sure that we store all the data we hold on our customers' behalf securely. We take this very seriously and have done so ever since we launched citrusHR several years ago. This is reflected in our Privacy Policy and Customer Terms of Service.

HR Toolkit for Tackling GDPR

In light of GDPR we have created a toolkit to help our customers navigate this important and potentially confusing new set of rules. Our in-house legal team have been working on this for over six months and have worked with our software developers and HR team to create a comprehensive, joined-up set of tools which will save you substantial time and stress.

This new set of tools is available to all our customers at no additional cost. However, some aspects of the toolkit are only available to customers of our full-service package. See below for more details:

- **HR Privacy Notice**

This document sets out the staff information that you as an employer store, and why you store it. It is important that you send it to all your staff and that they understand it. Our



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software enables you to create an electronic document which you can adapt to include all the data you store about your staff, it makes it easier for you to share it with them.

- **Proof of reading**

Our software automatically records which of your team have read this HR Privacy Notice, and when, so that you can prove that you have met your obligation to inform them about the staff data you store. We even provide easy reports of which of your staff have read it, and which have not.



- **HR Record of Processing**

One of your obligations as an employer is to be able to show the ICO what data you store and process on behalf of your staff. We make that easy with a report which you can generate in just a couple of clicks and easily export the report as a PDF so it's a quick and painless to send the ICO everything they need.



- **HR Data Retention Policy**

GDPR requires you to set out not only what information you will store about your staff, but also how long you will hold it for. You must not then hold it for longer than you need to. So as an employer you now need to justify your data retention periods for each type of data according to one of a number of legally valid reasons. You can quickly and easily do this using our software. You can also customise your data retention policy and make it available to your staff. As an employer you are deemed the Data Controller for your staff data, so legally it's your decision what data to keep and how long to hold it for. We offer advice about what is sensible here so you can decide on an appropriate policy for your organisation.



- **Automatic data deletion**

Our software automatically deletes all records stored on our system that our clients should no longer store in line with their HR Data Retention Policy. This will often constitute all the HR records our clients store, though some might have other records, such as CCTV footage, which we do not store; if you store any staff data elsewhere, you will still need to delete that yourselves. But our software will do



all the work for most smaller companies, and most of it for the rest.

- **Subject Access Requests**

GDPR makes it even easier for anyone (a “subject”) whose data you hold, to request that you show them what data you are storing. You need to send them that information more quickly than before, and will no longer normally be able to charge them for showing them that information. Our software helps enormously—in most cases, employers will be able to comply with a Subject Access Request from an employee simply by giving their employee access to their own records on citrusHR, which most customers do anyway. We do allow employers to store information on our software which is not normally visible to staff, and under a Subject Access Request you could be obliged to show the member of staff what information about them you store which is normally invisible to them. We are adding a report to make this quick and easy for you to do.

- **Regular Reviews and Updates**

This regulation is far-reaching and new, and has a number of grey areas. We expect this area of UK law to evolve over time. We will keep a close eye on all these changes, and keep all our clients in the loop as and when there are any changes or developments to the law. We will also modify our GDPR tools as needed based on customer feedback and any changes in the law, and will of course let you know of those changes as they happen.

For our HR service customers, we also provide these extra documents:

- **A Data Security Policy for their staff**

This explains the security measures you and your staff need to take to keep personal data secure at work. It covers your company’s approach to passwords, use of mobile phones and laptops, and where you are willing to let your staff store any personal data they need.

- **A Data Protection Policy**

Sometimes called a Privacy Standard, this details of the types of personal data your company may collect, how

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you will apply the GDPR principles to the use, storage and retention of that data, and how you expect staff to follow those principles, covering collection, use and retention. It will normally also contain details about a data subject's rights in relation to that data.

- **A Data Breach Notification Policy**

This explains what you or your team will need to do if you suspect a breach has happened, and how to do it. It should cover internal notifications and how to decide whether to notify the ICO and/or the individuals concerned.

- **Employment Contracts**

For all new staff joining the business from now on we will provide updated Employment Contracts in line with GDPR.

- **Help and FAQs**

We have published answers to all kinds of frequently asked questions about GDPR for HR, and we are happy to discuss your needs over the phone, too. (Though we are sorry, we don't offer advice about GDPR for marketing or any other non-staff areas.)

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Next Steps...

The tools we've made available to help customers comply with the HR aspects of GDPR are just a small part of the value you can get from citrusHR. For more information about our HR support service or our standalone HR software, just get in touch by calling **0333 444 0165** or emailing info@citrushr.com.