

# Privacy Notice

## WorkWell Manchester

together  
we are  
GREATER  
MANCHESTER

THE  
BIG  
LIFE  
GROUP

**Important information – please read**



### 1. Who we are

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The Greater Manchester Combined Authority (GMCA) is made up of the ten Greater Manchester local authorities, the Greater Manchester Fire and Rescue Service, and the Mayor of Greater Manchester. We work with other local services, businesses, communities, and partners to improve the city-region.

GMCA is providing Greater Manchester Integrated Settlement funding for Manchester City Council's (MCC) 'WorkWell' service. MCC is working with The Big Life Group to deliver the Service. This service aims to support disabled people and people with health conditions to start, stay or succeed in work. WorkWell can offer a range of support, and may include:

- Access and referral and / or signposting to local and community-based work and health support services.
- A personal assessment of what barriers you face to understand what support might work best for your circumstances.
- Personalised, goal-based plans to help you realise your ambitions and challenge the barriers you face to return to and/or thrive in work.
- Support for employers to understand the barriers you face and advice on how to provide workplace adjustments that support you (employers will only be contacted with your permission).
- Participants will be supported to get Access to Work funding for any reasonable adjustments.
- Disabled and /or Deaf people have a legal right to expect employers to make reasonable adjustments to enable them to work or continue working, and this programme will support you to talk to your employer about this if applicable. More information on workplace adjustments can be found in the GM Good Employment Charter Disability Guide for Employers: <https://www.gmgoodemploymentcharter.co.uk/disability-guide-for-employers/>

## **2. What we are asking you to do**

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The service is voluntary. If you agree to take part, you do so with the understanding that:

- Your personal information will be shared with MCC and GMCA who are the commissioners of this employment support.
- Your personal information may be used by MCC to provide support to you.
- Your personal information may be shared with a local external evaluation partner(s) (commissioned by MCC and/or GMCA).
- The evaluation team(s) may also invite you to take part in a further evaluation survey to gain further insights into your experiences on the programme.
- Once this evaluation is completed, the personal information you provide for evaluation purposes will be securely destroyed.
- An anonymised copy of the information collected for the evaluation will be kept for research purposes.

## **3. What information we collect**

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During initial engagement and throughout the Service, the GMCA and MCC need to collect the following information regarding individuals accessing the Service:

- Name (including Forename and Surname)
- National Insurance Number
- Date of Birth
- Ethnicity
- Gender
- Disability status and health conditions
- Barriers to work, education and training
- Address (including postcode)
- Telephone number

- Employment status / labour market status /Sector of employment (including previous work experience)
- Benefit status
- Household situation
- Education Background (including basic skills level, highest education attainment, last engagement in education)
- ESOL needs
- Information on programme (outcome, qualification, start and end date of programme)

In some instances, there may be a requirement to present evidence to confirm identity and check eligibility to receive the funding. Details from the documentation are recorded such as unique document reference numbers but full copies are not collected.

#### **4. How we collect your information and who we share it with**

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This is a voluntary service. Your participation is voluntary and you are free to withdraw at any time. Your right to claim benefits will not be affected. If you do stop taking part, you will not be asked to provide any more information, but we will still use the information you have already provided for the evaluation.

To deliver the Service, the GMCA has funded MCC to provide a service through Delivery Partners. These Partners are responsible for collecting the information listed above and sharing it with the GMCA.

MCC use it to administer the service which includes sharing specified data with GMCA (who are responsible for funding the Service). Collection and sharing of specific data with GMCA is necessary to enable them to monitor the effectiveness of the Service and for the funding payments.

Where we need to share your personal data with others including third parties, we ensure this data sharing complies with data protection legislation.

Further to the purpose of funding GMCA will use the data to monitor the performance and assess the outcomes of the projects funded. This will include for the purpose of evaluation and to support the programme for Greater Manchester. MCC will also share your personal details for the purpose of evaluation of Manchester projects.

Anonymised (non personal) data will be shared by GMCA with UK Government for Greater Manchester Integrated Settlement evaluation and monitoring purposes.

## **5. Who is the Data Controller for personal data collected**

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The GMCA and Manchester City Council are Joint Data Controllers for the data listed above in section 3.

The Big Life Group is a Data Processor collecting information on behalf of Manchester City Council.

## **6. Our lawful basis for processing your personal data**

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For processing personal data GMCA's lawful basis is:

- **Article 6 1(e)** processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

For processing special category data the lawful basis is:

- **Article 9 2(g)** processing is necessary for the reasons of substantial public interest

The information we collect is used by GMCA so that we can evidence compliance with funding requirements. The information is also used to ensure that GMCA can evaluate the impact of the programme, to ensure the funding is being used in the best interests of the residents and business within Greater Manchester.

## **7. How we ensure the security of your personal data**

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The Data Controllers are responsible for ensuring that your personal information is kept safe and handled in line with the Data Protection Act 2018 and the UK (United Kingdom) General Data Protection Regulation.

The GMCA and MCC is committed to the security of your personal information. We aim to ensure that we have appropriate physical, technical, and organisational controls in place to protect all personal data we collect or receive. For example, ensuring our network is protected and monitored. All our employees receive training on how to handle personal data securely.

Where we use external companies to collect or process data on our behalf, we carry out comprehensive checks before we work with them and ensure that contracts and/or agreements are in place that set out our expectations and requirements.

## **8. How long we will keep your information**

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GMCA must keep your information for a set period to comply with different laws, regulations and guidance. To make sure this is done properly we have policies that list the length of time we will hold information.

There may be times where laws do not specify how long information must be kept for. When this happens, we will use recommendations from legal advisors. We will also work with other specialists to decide how long it is necessary to keep it for. All decisions that are not based on legal requirements need to be justified on business needs.

The GMCA will retain your information until 2032. Data processing occurs from April 2026 to 2032. After this time the information will be securely destroyed. As outlined above, information that is held relating to the evaluation, will be securely destroyed following the conclusion of the evaluation. Any of the organisations that refer you to the programme, or you work with as part of the programme for wider support, will advise you separately about how long they will hold your information.

## **9. Automated decision making**

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Your data will not be used for automated decision making.

## **10. Your information rights**

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The GMCA must comply with the UK General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Under data protection law, your rights include:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

**Email:** [officeofdpo@greatermanchester-ca.gov.uk](mailto:officeofdpo@greatermanchester-ca.gov.uk)

**Postal:** Office of the DPO GMCA, Churchgate House, 56 Oxford Street, Manchester, M1 6EU

The GMCA will only be able to comply with your rights in relation to the information they have collected.

You have the right to see any of the personal information that is stored about you by Manchester City Council. Democratic Services Legal Team, Town Hall, Manchester M60 2LA can give you a form to fill out to request to see this information. You can also make a request by emailing [informationcompliance@manchester.gov.uk](mailto:informationcompliance@manchester.gov.uk).

You can request that your personal information be amended if it is inaccurate or incomplete.

## **11. How you can make a complaint**

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If you are not satisfied with how the GMCA is using the information we hold about you, please contact our Data Protection Officer by emailing: [officeofdpo@greatermanchester-ca.gov.uk](mailto:officeofdpo@greatermanchester-ca.gov.uk)

If you are still not satisfied with the GMCA's response to any request to exercise your individual rights or if you believe that the GMCA is not processing your personal data in accordance with the law, you can contact the Information Commissioners' Office by:

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Helpline number:** 0303 123 1113

For more details on how the GMCA use data please visit the following websites:

<https://www.greatermanchester-ca.gov.uk/who-we-are/publication-scheme/privacy-policy-and-data-protection/>

You have the right to report any concern about how your information is handled to the Manchester City Council and the Service's other Joint Data Controller by emailing:

[informationcompliance@manchester.gov.uk](mailto:informationcompliance@manchester.gov.uk)

You can also report any concerns to the Information Commissioner's Office (ICO). Details can be found at [www.ico.org.uk](http://www.ico.org.uk), or you can ring 0303 123 1113.

## **12. Manchester specific information**

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The Service in Manchester is commissioned by Manchester City Council. The provider for this Service is The Big Life Group.

Manchester City Council's privacy notice and contact details can be found at: Local Authority: [Service-specific privacy statements - Work and Skills service | Manchester City Council](#)

Delivery Partner The Big Life Group privacy notice can be found at: [Be Well Privacy Notice](#)