

Costa Ltd People Privacy Policy – November 2022

Costa Limited ("Costa", "We", "Us" or "Our") processes personal data relating to individuals who carry out work on behalf of Costa Ltd and all Costa's entities. We are committed to complying with our data protection obligations and this notice explains what personal data we will hold about you, how it is collected and what use we may make of that data during the course of your employment.

This Privacy Policy applies to current and former employees, workers and contractors of Costa Ltd and all Costa's entities. It does not form part of any contract of employment or contract to provide services and, as it is non-contractual, we may update this policy at any time and provide you with a copy.

Who is the data controller?

Costa is the controller of your personal data. We respect your data and your privacy is important to us.

This policy explains how Costa processes your personal data and also describes your data protection rights, including a right to object to some of the processing which Costa carries out.

More information about your rights, and how to exercise them, is set out in the "Your rights" section.

If you have any queries about data protection or your rights under this policy, please contact us using the contact details provided at the end of this notice.

What information do we collect and whom do we collect it from?

We will process various types of information about you, these include:

- Your name, address and contact details, including email address and telephone number, date of birth and photographs;
- Information about your marital status, next of kin, dependants and emergency contacts;
- Details of your education, qualifications, skills, experience and employment history, including start and end dates, with previous employers as well as any references taken up during the recruitment process;
- Information about the terms and conditions of your employment or engagement with us, including your employee ID, days of work and normal working hours and location of work;
- Information about your level of pay, including entitlement to any pension and benefits connected to your employment;
- Details of your bank account and National Insurance number;
- Information about your attendance and any periods of leave taken by you, including annual leave, absence due to sickness, family and parental leave and sabbaticals, as well as the reasons for leave;
- Details related to the performance of your role, including any assessments and appraisals and any related paperwork and performance improvement plans issued to you;
- Details of any disciplinary, grievance and mediation procedures which you have been involved in, including any related paperwork and warnings issued to you;

- Your nationality and entitlement to work in the country of your employment, as well as other details we are required to check or maintain by law;
- Copies of your identification documents;
- Your learning and career development history with us, including your learner ID and any specific learning needs;
- CCTV footage and other information obtained through electronic means, as well as information about how you use our electronic systems and any communications through our system where permissible;
- Details about your vehicle such as registration number, make, model and colour
- Where appropriate, travel and insurance records relating to international assignments;
- Survey responses and feedback provided by or about you as well as information relating to staff engagement and employee forums, including elections and ballots for staff representatives;
- Where necessary for your role, personal details related to uniform size;
- Details about medical or health conditions, including whether or not you have a disability for which we need to make reasonable adjustments during your time with us; and
- Equal opportunities monitoring information, including information about your ethnic origin, race, sexual orientation, health or religion belief.

We may obtain this information in a variety of ways. For example, data might be collected from you directly during the recruitment process or after you have been employed. We may also collect personal data about you from third parties, such as former employers, a relevant professional body, external organisations who carry out right to work checks, the Disclosure and Barring Service (where applicable and/or required for specific roles), the Home Office and, where applicable, external bodies which arrange assessments of employees.

Where we rely on legitimate interests as the justification for processing personal data, we have carried out a balancing exercise in respect of those interests and you can obtain more information about this from Employee Relations who can be contacted at: costaemployeerelations@costacoffee.com

Our lawful basis, and what we do with that data, includes the following:

Our lawful basis	How we use the information
Our Legitimate Interest	<ul style="list-style-type: none"> • Maintain accurate records about our staff • Enable effective business communication • Ensure effective workforce management by monitoring and recording periods of leave • Maintain records of employee performance and evaluation, effectively manage performance reviews and ensure that appropriate measures are in place for career development and succession planning • Ensure that staff receive bonuses and incentives which may be applicable based on performance • Ensure effective workforce management by monitoring and addressing issues within the workplace • Ensure compliance with applicable policies and procedures • Verification of identification documents to open company bank account • Operate an effective system of learning and development to meet the needs of both employees and the business and also

	<p>support employees through both internal and external learning and qualifications</p> <ul style="list-style-type: none"> • Controlling access to and assuring the security and safety of our premises, networks and data relating to employees and customers • Ensuring compliance with all relevant internal policies relating to site and data security • Facilitate staff engagement and consultation including electing and running staff forum • Facilitate the provision of uniform appropriate to you and your role • Operation of CCTV for prevention and detection of crime and apprehension of offenders • Provide references on request for current and former employees, • Organising team activities • Ensure effective HR processes and financial and business administration • Respond to and defend legal claims
Necessary for the fulfilment of your contract with us	<ul style="list-style-type: none"> • Make decisions about recruitment, retention and promotion of staff • Ensure that you are paid in line with your contract • Obtain occupational health advice in relation to the working capacity of staff • Ensure that employees are receiving the pay or other benefits to which they are entitled • Organise and facilitate periods of foreign assignment
To comply with our legal obligations	<ul style="list-style-type: none"> • Ensure that statutory periods of leave are remunerated correctly and that we are complying with our other legal obligations associated with such leave • Correct levels of tax and National Insurance are deducted and that you properly receive any expenses and benefits (statutory, contractual or discretionary) to which you are entitled, • Administer the pension scheme • Ensure that we comply with our legal obligations in relation to individuals with disabilities • Meet our obligations under health and safety law, • Ensure compliance with our legal and regulatory obligations, including in respect of confirming that individuals have the right to work in the UK • Ensure that staff representatives are appointed as required by law if appropriate • Promote and maintain equality of opportunity, and also in order that we can carry out monitoring which is for reasons of substantial public interest for the purpose of keeping such equality of opportunity under review • Make disclosures to law enforcement agencies or about health and safety compliance, auditing and regulatory purposes
Your consent	<ul style="list-style-type: none"> • Ensure internal catering takes accounts for individual needs • Use your contact details and picture in our directory • Voluntary engagement with activities or requests that require providing special category data e.g. TENT mentoring scheme

	We may provide you with more specific notices for some of the processing described above and, if we require your consent, will ask for this at the time we collect your personal data.
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Data will be stored in a range of different places, including on your application record, in our People Team management systems and in other IT systems.

Information about criminal convictions

Whilst Costa may not regularly require team members to provide information relating to criminal convictions, for some roles there may be a need to provide this information. This may be where you are required:

- To work alone with children
- Support vulnerable people
- Be accountable for cash and stock

We will only collect such information if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect it as part of the recruitment process and during the course of your employment. We will, if appropriate, use information about criminal convictions and offences to review and consider your employment in light of any such information disclosed to us.

We use your personal data in this way in order to carry out our obligations in respect of safeguarding and to promote the legitimate interests of our business. Further information can be found in our 'Employing Offenders or Ex-Offenders Policy', available on request from costaemployeerelations@costacoffee.com.

What if you do not provide personal data?

You have some obligations under your employment contract to provide data to us. In particular, you are, for example, required to report any absences from work to us and you may be required to provide information to us about disciplinary or other matters under the implied duty of good faith.

Where relevant you may have to provide us with information in order to exercise statutory rights, for example in relation to taking periods of sickness absence or other statutory leave, and failing to provide the data may mean that you are unable to exercise your statutory rights and/or receive statutory benefits to which you may otherwise be entitled. Certain sorts of data, such as contact details, proof of your right to work in the UK and payment details, have to be provided so that we can operate a contract of employment with you. If you do not provide other information, this will hinder the organisation's ability to administer the rights and obligations arising as a result of the employment relationship efficiently. In certain circumstances, for example with the proof of right to work in the UK, failure to provide the information may mean that we are unable to continue our employment relationship with you at all as we have to comply with our legal obligations in this respect.

Automated decision-making

No decisions will be made about your employment based solely on automated decision-making. However, we do use automated decision making as part of the recruitment process.

Who has access to your data?

We may share your data internally, including with members of the People team, Payroll team, managers across the business when relevant to the performance of their functions and IT staff if access to the data is necessary for the performance of their roles.

We share your data with third parties in order to comply with the legal or regulatory obligations that apply to us, for example in connection with the administration of apprenticeship schemes or the operation of PAYE. We may also share your data with third parties in the context of a sale or transfer of some or all of our business. In such circumstances the data will be subject to additional specific confidentiality arrangements relating to any proposed sale or transfer.

In addition, we share your data with third parties that process data on our behalf in connection with the provision of benefits, the provision of services related to arranging and facilitating foreign assignments, the provision of services related to the reimbursement of business expenses and the provision of occupational health services. One significant example of this is Ceridian Dayforce who are responsible for processing our team member data.

Your personal data will also be shared with companies providing services under contract to us, such as IT hosting and/or IT maintenance providers and professional services providers. Also, as Costa is now owned by the Coca Cola Company (TCCC), some data may be shared with them (using the Standard Contractual Clauses published by the European Commission), such as:

- Provision of personal data to the TCCC Audit / Legal teams as part of Sarbanes Oxley or other legal requirements who may disclose your data to other parties/government bodies to meet their legal requirements.
- Provision of personal data to the TCCC Ethics Hotline (which is a service available to Costa employees) and its service providers.

Your data may be transferred outside the European Economic Area (EEA) or outside the UK for the purposes of processing or storage by Costa, TCCC or our service providers such as Ceridian Dayforce.

- If you are working for a Costa entity in the EEA, your personal data may be transferred outside of this territory using Standard Contractual Clauses approved by the European Commission.
- If you are working for Costa UK, your data may be transferred outside of this territory using Standard Contractual Clauses approved by the European Commission and or the UK Government.

For how long do we keep data?

We will generally hold your data for the duration of your contract with us, as well as a period after your employment has ended for reasons including legal requirements or defending legal claims. The periods for which particular types of data will be retained, including after the end of your employment, are set out in our separate Data Retention Policy which can be accessed via the Support Centre at Costa Way Online.

Your rights

As a data subject, you have a number of rights. You may be able, subject to the limitations mentioned below, to:

- Make a data subject access request. You are entitled to receive a copy of the personal data we hold about you and to check that we are lawfully processing it;
- Request correction of the personal data that we hold about you;
- Request erasure of your personal data. You are entitled to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below). Any requests for erasure of data during the retention periods outlined above will be considered in line with that retention policy and subject to, for example, whether the data may need to be retained in order to defend any legal claims, either actual or potential. We may decline to delete personal data if a justification for us to retain the data remains;
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and your particular circumstances mean that you want to object to processing on this ground. We will then reconsider whether or not that legitimate interest is outweighed by the rights and freedoms enjoyed by you which form the basis of your objection;
- Request the restriction of processing of your personal data in certain circumstances. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it; and
- Request the transfer of your personal data to another data controller.

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, where you object to us processing personal data but we have a compelling justification for continuing to process it, or you ask us to erase information which we are required by law to keep or have another compelling reason to retain it.

As indicated above not all rights set out above apply to every type of data processing, and relevant exemptions are also included within the data protection laws that apply in the UK. We will inform you of any relevant exemptions that apply and which we rely upon when responding to any request you make.

If you would like to exercise any of these rights, please contact:

Costa:

Post: Employee Relations, Costa Limited, 3 Knaves Beech Business Centre, Davies Way, Loudwater, Bucks, HP10 9QR

E-mail: costadpo@costacoffee.com

If you believe that we have not complied with your data protection rights, please contact costadpo@costacoffee.com and we will investigate your concerns and take action if appropriate.

You also have the right to contact the Data Protection Authority where you live, work or where you believe a data breach has occurred. This will most likely be the Information Commissioner Office You can contact them by calling 0303 123 1113 or online at www.ico.org.uk/concerns.