

Privacy statement: iPerform

Last updated: 19 June 2025

Introduction

Any reference to Network Rail in this privacy policy shall mean Network Rail Infrastructure Limited.

Why do we use and collect your personal information?

This policy sets out the basis on which any personal information we collect in this iPerform tool will be processed by Network Rail.

The iPerform application replaces a paper-based process and is provided to allow employees within Network Rail and the Great British Railways Transition Team (GBRTT) to:

- Create, obtain approval, and manage their objectives and personal development goals (PDP) for the performance year in collaboration with their line managers.
- Complete preparation documentation for their interim and end of year performance reviews and for their line manager to complete those reviews.
- Prepare for their periodic 1-2-1's and for their line managers to manage the 1-2-1 process.

To facilitate the above, the iPerform tool will need to gather personal data from you as a user of the solution.

Please read the following carefully to understand how your data will be collected, stored, used, and deleted. This policy will also describe how long your information will be held for. Employees who use this application will not normally have the right to erasure, as any information collected by this iPerform solution will be retained as evidence of the employee's performance during their employment within Network Rail and GBRTT.

Who is responsible for the personal information we collect?

Network Rail Infrastructure Limited (Network Rail) is the company responsible, and we act as the data controller for data protection law purposes. We are responsible for the personal information you give to us.

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Data Controller

Network Rail Infrastructure Ltd
Waterloo General Office
London
SEW 8SW

Data Processor

1. Amazon Web Services

Please see <https://aws.amazon.com/privacy/> for their detailed Privacy Policy.

1200 12th Avenue South
Suite 1200
Seattle, WA 98144
United States

2. Network Rail Infrastructure Ltd

Waterloo General Office
London
SEW 8SW

3. Google Analytics

Please see <https://support.google.com/analytics/answer/6004245> for more detail

Where an email is delivered to a Network Rail email address via Exchange Online the Network Rail Email and Calendar Service is used

Personal information that this iPerform application will collect and process:

The iPerform tool is available for use by anyone who has a Network Rail or GBRTT log in and is required to be used to fulfil your contractual obligations in relation to performance management. However, if you feel unable to use the tool for any reason, you must alert your line manager and any additional manager you have associated to you on your profile within the iPerform tool and revert to using the Network Rail/GBRTT paper version of the relevant forms. Your line manager and any additional manager associated to you on

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your profile, will be required to remove you as a direct report for your information to no longer display to either manager within the tool.

This iPerform application will collect the following information about you:

- Your Network Rail/GBRTT Active Directory Username and Password
- Your full name and email address will be pulled from Active Directory and will be pre-populated in your Profile page, you will be able to edit your name if you wish.
- Your employee number (entered by you on your profile page)
- Email address of your line manager (entered by you on your profile page)
- You will have the choice to enter a further email address (on your profile page) for any other manager you wish to view your objectives, development goals and manage your 1-2-1s and performance reviews.

Depending upon how you wish to use the iPerform tool, the application may collect the following sensitive personal information about you in relation to your 1-2-1:

- Wellbeing check in (which is not mandatory) Your Network Rail/GBRTT Active Directory Username and Password.
- Any additional personal information you choose to divulge within the additional comments section concerning your wellbeing or any other personal matter.
- Any comments your line manager records as part of the feedback from your 1- 2-1

And the following sensitive personal information about you in relation to your interim and end of year review:

- Any additional personal information you choose to divulge within the free text comment sections in the interim and end of year review preparation and completed forms, concerning your wellbeing or any other personal matter.
- Any attachments you add as evidence that may contain personal data.
- Any comments your line manager records as part of the feedback from your interim or end of year review.

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Admin users of the system will not be required to provide any personal information other than your Active Directory Username and Password to gain access to the application.

How Network Rail will use, store, and protect your personal information

Your Network Rail/GBRTT Active Directory Username and Password will be used to retrieve your authorisation details from the Network Rail/GBRTT Active Directory authentication service, to ensure that only authorised persons are allowed access to the iPerform application. These credentials will only be used for the purpose of authenticating you and once this request is completed, the credentials will not be retained in any format.

When you access a page on iPerform your last seen date will be captured and stored against your username. This is to assist in implementing the retention policy for records captured on iPerform as well as supporting reporting capability focused on usage of the application.

The email address of your line manager and additional line manager (hereafter referred to as 'line manager(s)') will be used to associate you as a direct report to the identified line manager(s). The act of doing this will allow your line manager(s) to:

- View and manage your current performance year's objectives,
- Cascade objectives to you,
- View your objectives for previous performance years up to the maximum retention period.
- View and manage your current performance year's development goals.
- View your development goals for previous performance years up to the maximum retention period.
- View your current performance year's 1-2-1s.
- View your 1-2-1s from previous performance years up to the maximum retention period.
- Complete your 1-2-1s.
- View your current performance year's interim and end of year review preparation and download any evidence you choose to upload.
- Complete your interim and end of year performance reviews.

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- View your completed reviews and any preparation submitted where a review has not taken place for previous performance years, including any evidence you choose to upload, up to the maximum retention period.

If you change line manager(s) and update the line manager's email address in the solution, your previous line manager(s) will not be able to access any of your historic or future objectives, development goals, 1-2-1s, and interim or end of year performance review information.

If your line manager(s) identifies that you are no longer one of their direct reports, you will be removed from their list of direct reports and they will no longer be able to see your objectives, development goals, 1-2-1s, and interim and end of year performance review information. If your primary line manager has removed you from their direct report list, upon your next log in to the iPerform tool you will be directed to the Profile page where you will be required to enter your new line manager email.

Every time a comment is made against an objective, development goal, 1-2-1, interim or end of year performance review, the username of the person who made the comment will be recorded against the comment on the iPerform database and will be viewable on the application under the relevant objective, development goal, 1-2-1, interim or end of year review.

Any changes made to an objective or development goal will be indicated in the audit trail for that objective or development goal, along with the username of the person who made the changes. This is so users are aware who made what changes and when.

Your employee number or email address will be used by authorised Admin users as a unique identifier, to search and export relevant performance related information should an approved request be received for access to your personal data.

The iPerform tool will include a notification centre which is personalised to each user. You will see all notifications that relate to your performance related information stored in iPerform and this will include when your line manager has:

- Left a comment on your objective(s)/development goal(s)/1-2-1(s)/interim/end of year performance review.
- Cascaded an objective to you.
- Updated the status of your objective(s).
- Completed your 1-2-1.
- Updated the status of your personal development goal(s).

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- Completed your interim or end of year performance review.

You will also receive notifications when a development goal is due to expire within two weeks.

Line managers notification centres will include notifications that relate to their own personal performance information, as well as notifications concerning changes that have been undertaken by their direct reports. This includes when a direct report has:

- Left a comment on their objective(s)/development goal(s) /1-2-1(s)/interim/end of year performance review.
- Created one or more new objectives.
- Created one or more new development goals.
- Submitted 1-2-1 prep.
- Submitted interim or end of year performance review prep.
- Amended the status of one or more objectives.
- Amended the status of one or more development goals.

The above notifications will include the name of the direct report they relate to.

An email will be sent daily at 6am to you when any new unread notifications are detected. The email will provide a count of any new notifications along with any other unread notifications. This email will only be sent when there are new unread notifications and there will be no identifiable personal data recorded within this email.

Recipients will be able to click through from the email to view their notification centre within iPerform. You will be required to either be logged in or have been logged in less than 72 hours previously to click through from the notification email without having to log in to the iPerform tool again to see the notification centre. If another user who is not you attempts to click through from this email, they will not be able to see your notification centre and therefore will not have access to the notifications.

All information stored within this iPerform tool will be used to support the following processes:

- Performance management including the performance related pay and pay award processes.
- Personal development and the wellbeing of employees.
- Professional development and training processes.
- Employee relations and employment law cases.

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The personal information we collect from you will be held on the iPerform database which will reside on secure servers located within the Amazon Web Services Cloud. These servers will be physically located within the AWS London region.

We take all steps reasonably necessary to ensure that your personal data is treated securely, and preventative measures are in place to prevent your personal data from being accidentally lost, altered, used, disclosed, or accessed in an unauthorised way. Procedures are in place to deal with any suspected personal data breach, and we will notify affected parties and the regulator of such instances should they arise and where we are legally required to do so.

The objectives, development goals, 1-2-1s, interim and end of year performance review information (including any uploaded evidence) and comments relating to a performance review year, will remain on the iPerform database for up to a maximum of 13 years.

Once a performance year reaches its 13th year of retention, the objectives, development goals, 1-2-1s, interim and end of year performance reviews and any uploaded evidence relating to that performance year, as well as any comments raised against individual objectives/development goals/1-2-1s and performance reviews will be automatically deleted from the database.

Should you move to a department that does not use iPerform, or leave Network Rail or GBRTT, your information will continue to be stored on the iPerform database for up to a maximum of 13 years to allow for the data to be used in employee relations and employment law cases. However, as line managers will be required to identify those employees who are no longer their direct reports, thereby removing the association between employee and line manager, this information will not be viewable to any users of the solution but will continue to be stored on the database for the 13 year period accessible by the Network Rail Digital Factory as required.

Notifications that have been read will continue to display (as having been read) within the notification centre for 90 days, after which they will be deleted. Any notification that has not been read will be deleted after 12 months from the date it was created.

Application Logging

We collect and retain application logs as part of the operation and maintenance of our applications and services. These logs may include technical information

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such as IP addresses, device and browser types, operating system details, timestamps, accessed resources, request metadata, error messages, and, where applicable, user identifiers such as email addresses or usernames. This data is used to:

- Monitor and analyse system performance and reliability
- Diagnose, investigate and resolve technical faults or incidents
- Detect and respond to security threats or unauthorised access
- Inform product development and service enhancements
- Ensure compliance with internal policies and legal obligations

Log data is stored securely and accessed only by authorised personnel on a need-to-know basis. While application logs are not primarily used to personally identify users, they may be correlated with user information when necessary for the purposes outlined above. All log data is retained and disposed of in accordance with our data retention policies and applicable legal requirements.

Cookies

We use a third-party provider to help us measure how users interact with the iPerform solution. Cookies are temporarily stored on your browser, which gather information including a unique identifier of your app installation, your IP address, the browser type used, device type and the referrer URL. We do not add any personal identifiable meta data for tracking purposes, so you personally cannot be identified from the tracked data. For a full breakdown of Google Analytics Data Privacy and Security please see:

<https://support.google.com/analytics/answer/6004245>.

The solution will also place a cookie on your machine upon logging in. This cookie will contain your user info (information from the profile page as listed above) and session data to allow the solution to recognise you and authorise your requests. This will be done via means of a JWT (<https://jwt.io/>).

This cookie will persist for 72 hours from the date of you logging into the system. Should you use the system in the final 24 hours, the system will extend the life of your cookie by 72 hours (from the date of the refresh). As

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such it is always advised if you are using a shared device, to log out of the iPerform tool when you have finished using it.

This cookie will never be transferred to any other party, the data will not be retained, and without it, the system will not function.

Disclosure of your personal information

Your line manager(s), Employee Records and or the Business Integrity team, may be required to disclose your objectives, development goals, 1-2-1 and interim and end of year performance review information, evidence, and all comments to the following:

- Network Rail's Human Resources department (or GBRTT equivalent), for queries that support the performance related pay and pay award processes.
- Network Rail's Business Integrity team and Employee Records team (or GBRTT equivalent) to support subject access requests, and any complaint or breach handling.

To support in any employee relations and employment law cases your personal information may also be disclosed to the following:

- Network Rail Human Resources (or GBRTT equivalent).
- Investigation managers (internal to Network Rail/GBRTT).
- Internal Network Rail/GBRTT legal team.
- External legal team(s)
- Court of law.

Your, full name, email address, function, line manager email address and additional manager email address will appear in an internal report distributed to the relevant senior managers for your function. This report will include counts of the number of:

- 1-2-1's prep submitted.
- 1-2-1's completed.
- Approved objectives.
- Objectives with a status of pending approval.
- Objectives with a status of review required.

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- Submitted development goals.
- Approved development goals.

The report will also include an indication of whether you have had an interim and end of year review. The report is used to determine usage of the iPerform application and to support the drive for greater take up and utilisation of the system. No details of 1-2-1's, objectives or development goals are included.

Your personal data will not be disclosed to any third party outside of Network Rail unless for a lawful request or as identified above or in the Network Rail [internal privacy notice](#)

What are my rights in relation to personal information?

You have certain rights in respect to your personal information.

Please see our website for further details: <https://www.networkrail.co.uk/who-we-are/transparency-and-ethics/data-protection>

If you wish to access your personal information you can do this by directly accessing the information via the iPerform solution or contacting either the data controller or data processor (contact details are above) or:

Network Rail Human Resources at the following address: -

Employeeerecords@networkrail.co.uk

Network Rail
Square One
4 Travis Street
Manchester
M1 2NY

Questions, comments, and requests regarding data protection matters are welcomed and should be addressed to the Data Protection Officer (data.protection@networkrail.co.uk).

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Changes to this privacy notice

This policy was produced in June 2025 and will be reviewed annually.

How to complain to the regulator

We will try to resolve any concerns you may have but if you are not satisfied with the way your personal information is collected, processed, or maintained you can raise the issue with the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow,
Cheshire,
SK9 5AF

ICO website: <https://ico.org.uk/>