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Maintaining your ELMhub

Leavers

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1. Introduction

Maintaining the content of your ELMhub portal is very important to comply with UK GDPR.

The purpose of this document is to assist you in remembering to complete certain tasks as you go along and reduce the impact of a bulk update in the future.

UK GDPR requires that the data controller minimises the data it holds when it has completed its purpose. It also discusses storage limitation. Whereas the requirement to retain data for a fixed period still remains, it is not necessary to retain data that is already retained in another medium beyond its original use or purpose. In this case, payroll data is usually retained for the legally required time in the payroll system, it does not need to also be held on the portal once someone leaves your business.

You can read more about this here https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/the-principles/storage-limitation/#no_longer_need

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/the-principles/data-minimisation/>

If you include these actions as part of your leaver process or add it to your leaver checklist, your portal will be up to date and compliant with the requirements of UK GDPR regarding minimisation and retention.

1.1 Where does this apply?

Your payroll system produces payslips and other PAYE documents such as P60s, P11Ds and P45s. The ELMhub portal allows you to deliver and present these to your employees for reference under Employment Law.

When someone is no longer in the business, the data in the ELMhub portal can be deleted once your retention deadline for leavers is reached. For instance, you may have a policy that says you will enable the ex-employee to access their pay documentation/P45 for a period of three months after leaving the business. Once this three month deadline is reached, you will need to take action.

1.2 How do I do this?

The pay data regarding the ex-employee will need to be retained on your payroll system in accordance with the legal retention period. However, it will be no longer needed for display purposes via the ELMhub portal for your ex-employee.

The first thing you need to do is disable or deactivate the user account. To do this, you need to follow the process for "disable/deactivate account" on the admin user guide at the bottom of page 4.

This will prevent the individual from accessing their portal. You can set a date at which this is to happen via this function too. In our example above, this is three months. However, this is entirely dependent on your access policy and under your control.

Following this and when you are ready to have the user account deleted, drop an email to dpo@sslpost.com with the following information:

- Name of organisation
- Name of employee
- User name (this is usually one of the following: NINO/payroll number/employee ID number/email address)
- Delete employee data? (Y/N)

Once this process has begun, the account cannot be recovered so be absolutely sure before instructing us to delete a user account.

We will write to you when the account is fully deleted from all systems. The live system deletion will be carried out within 5 working days and the full deletion from all back up systems will complete within 90 days.

1.3 What about “on hold” employees?

There are some valid reasons for retaining data even though an employee may not be in receipt of a payslip.

- Seasonal workers – “on hold” on payroll but only receiving pay documents during certain times of the year – retain user account
- Sabbatical – still employed but not receiving pay documents – retain user account
- Long term sick/maternity/paternity – still employed but no longer receiving payslips – retain user account
- Other “on hold” reasons – retain user account

If you have any questions about handling leavers on your ELMhub portal, please contact dpo@sslpost.com.