HAND&HEART

ANNOUNCEMENT: AWP Action 20.05.2022

Today, on behalf of the BrewDog Affected Workers platform and consenting individuals, Hand & Heart have submitted a group complaint to the Information Commissioner's Office (ICO) regarding Wiser. In taking our concerns to a regulatory body like the ICO, we understand the ICO can assess the concerns we have attempted to address directly, per the standards of the ICO and with the rights of individuals in mind.
We commit to the processes of ICO, and any outcomes they produce.

We will not be publishing the full complaint. We do, however, recognise the matter is of ongoing public interest, and we receive many questions weekly about AWP and our activities. Hence, here are the central pillars of the AWP ICO complaint:

1. Based on data provided in a Subject Access Request Response, Wiser appears to have provided data to an external third party (BrewDog) without the consent of individuals. As a result, Wiser appears to hold false data on an individual based on information provided by the third party.

2. Wiser collected the data from subjects under the express premise and promise of anonymity and they did not uphold this; consents were not obtained when data was collected in the interview process and shared with external parties.

3. Wiser has not responded (and has failed to provide a notice of receipt or intention to respond) to a Letter of Complaint outlining key concerns.

4. Subsequently to (1.) (2.) and (3.), other AWP participants have expressed concerns related to Wiser's data processing and handling as it relates to promised anonymity. Further, the matter is of ongoing public interest and it is public record that individuals have been targeted.

This action is the first that Hand & Heart will announce related to the recourse we know understand have a basis to realise for the BrewDog Affected Worker's platform and the cases that comprise the platform.
