

OnSite Support Ltd Privacy Notice (Recruitment)

OnSite Support is a responsible and ethical employer. We regard the lawful, transparent and fair treatment of personal data as very important to maintaining confidence. We collect personal data only for specified, explicit and legitimate purposes and keep it for a specified period. Accuracy is very important, and we take all reasonable steps to ensure inaccurate personal data is rectified or deleted without delay. We adopt appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

Whom this policy privacy notice is addressed to

This notice is addressed to applicants to OnSite Support.

This notice explains what personal data (information) we will hold about you as an applicant to us, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection (employment) policy.

Who does what – the legal bits

We hold and use your personal information in accordance with the Data Protection Act 1998 and in accordance with the requirements of the UK's equivalent of the General Data Protection Regulation (GDPR).

Data controller: OnSite Support Limited (registered in England No. 1530478), the registered office being at Stephenson Way, Three Bridges, Crawley RH10 1TN Telephone 01293 744710, is a 'data controller' and gathers and uses certain information about you.

Nominated representative: if you have any enquiries about your data or how the organisation controls and processes it, please **get in touch with the Operations Team Leader (Vincent Jenkins – vincent.jenkins@onsite-support.co.uk)**.

Some technical terms...

Personal data: is any information that relates to an individual who can be identified from that information

Processing: is any use that is made of data, including collecting, storing, amending, disclosing or destroying it

Special categories of personal data: means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health,

sex life or sexual orientation and biometric data

Criminal records data: means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings

About the information we collect and hold

The table set out in the **schedule** summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

About the information we collect and hold

The table set out in Part A of 0 below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of 0 below summarises the additional information we collect before making a final decision to recruit, that is: before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Who has access to your data?

Your data is shared internally, including with members of the HR team, managers in charge of the role you are applying for, and senior managers if their access is necessary in the recruitment process.

We may also share some of the categories of your data with third parties to obtain pre-employment references from other employers or referees you supply to us, and obtain employment background checks from third-party providers. We may also share your data with third parties in the context of a sale of some or all the business. In those circumstances, the data will be subject to confidentiality arrangements and will usually be anonymised, but this may not always be possible. We may also share it with our professional advisers if need arises. The recipient of the information will be bound by confidentiality obligations.

We seek to ensure that our information/data collection and processing is always proportionate. We will notify you of any changes to information data we collect or to the purposes for which we collect and process it.

Where we store your data

Data will be stored in a range of different places including in our offices in your personnel file (in hard copy or electronic format, or both), in our HR management systems and in other IT systems including our email system. All information you provide to us is stored on our secure servers.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA working for us or for one of our suppliers or a service provider who may store personal information on our behalf. By submitting your personal data, you agree to this transfer, storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

Information may be held at third party contractors and professional advisers, representatives and agents as described above.

How long do we keep your data?

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment.

Your right to object to us processing your data

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation.

If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

These rights include:

Subject access requests

You have the right to make a data subject access request (**DSAR**). If you make a subject access

request, we will tell you:

- Whether or not your data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from you
- To whom your data is or may be disclosed, including to recipients located inside or outside the European Economic Area (EEA) and the safeguards that apply to such transfers
- How long your personal data will be stored
- Your rights to rectification or erasure of data, or to restrict or object to processing your data
- Your right to complain to the Information Commissioner's Office (ICO <https://ico.org.uk/concerns/> or telephone: 0303 123 1113) if you think we have failed to comply with your data protection rights
- Whether or not we carry out automated decision-making and the logic involved in any such decision-making

We will also provide you with a copy of the personal data undergoing processing. This will normally be in electronic form if you have made a request electronically, unless you agree otherwise. If you want additional copies, we will charge a fee based on the administrative cost of providing the additional copies.

To make a subject access request, you must send the request us, ideally addressed to our **Operations Team Leader (Vincent Jenkins – vincent.jenkins@onsite-support.co.uk)**. In some cases, we may need to ask for proof of identification before the request can be processed. We will inform you if we need to verify your identity and any documentation we require.

We will normally respond to your request within a period of one month from the date it is received. In some cases, such as where the amount of your data is substantial, we may respond within three months of the date the request is received. If so, we will write to you within one month of receiving the original request to tell you if this is the case.

If your DSAR is manifestly unfounded or excessive, we are not obliged to comply with it. Alternatively, we can agree to respond and will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which we have already responded. If you submit a request that is unfounded or excessive, we will notify you that this is the case and whether we will respond to it.

Other rights

You have several other rights in relation to your personal data. You can require us to:

- Rectify inaccurate data
- Stop processing or erase data that is no longer necessary for the purposes of

processing

- Stop processing or erase data if your interests override our legitimate grounds for processing data (where we rely on our legitimate interests as a reason for processing data)
- Stop processing or erase data if processing is unlawful
- Stop processing data for a period if data is inaccurate or if there is a dispute about whether or not your interests override our legitimate grounds for processing data

To ask us to take any of these steps, you should send the request to our **Operations Team Leader (Vincent Jenkins – vincent.jenkins@onsite-support.co.uk)**.

Security

We take the security of your data seriously. We have put in place appropriate security procedures and technical and organisational measures to safeguard your personal information against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Where we engage third parties to process personal data on our behalf, they do so based on written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

The Schedule

About the information we collect and hold

Part A

Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (that is: address, home and mobile phone numbers, email address)	From you	Legitimate interests: to carry out a fair recruitment process; to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel and/or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome; to inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interests: to carry out a fair recruitment process; to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision
Your name, contact details and details of your qualifications, experience, employment history and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process;	To make an informed recruitment decision

Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process Information shared with relevant managers, HR personnel and the referee

If your application is unsuccessful at this stage, we will keep your information, in pseudonymised form, for the purpose of establishing, exercising and/or defending any legal claims, in accordance with our legitimate interests.

Part B

Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
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Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained	From your referees (details of whom you will have provided)	Legitimate interests: to make an informed decision to recruit; to comply with our legal obligations; to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To obtain the relevant reference about you; to comply with legal/regulatory obligations Information shared with relevant managers and HR personnel
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about you from previous employers and/or education providers ☐			
Information regarding your academic and professional qualifications ☐	From you, from your education provider	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information ☐	From you and, where necessary, the Home Office	To enter into/perform the employment contract; to comply with our legal obligations; to maintain employment records; to carry out obligations and exercise rights in employment law	To carry out right to work checks Information may be shared with the Home Office
A copy of your driving licence if appropriate and necessary for the proposed role ☐	From you	To enter into/perform the employment contract; to comply with our legal obligations; to comply with the terms of our insurance	To make an informed recruitment decision; to ensure that you have a clean driving licence Information may be shared with our insurer

Information relating to your health ☐	From you and/or (if necessary) a medical practitioner ☐	To enter into/performance the employment contract; to comply with our legal obligations; to ensure you are fit to perform the duties; for the purposes of obligations and rights in employment and social security law	To make an informed recruitment decision
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If your application is unsuccessful at this stage, we will keep your information, in pseudonymised form, for the purpose of establishing, exercising and/or defending any legal claims, in accordance with our legitimate interests.

You may be required (by law or in order to enter into your contract of employment) to provide the categories of information marked '☐' above to us to enable us to verify your right to work and suitability for the position.