

**Recruitment Privacy Policy**

This privacy policy explains how we collect and use personal data relating to applicants or candidates who apply for a job at Innserve. The Company is committed to being transparent about how it collects and uses applicant’s data and to meeting its data protection obligations.

Any queries regarding data protection compliance, should be directed to the HR team. There is a mailbox called [dataprotection@innserveltd.com](mailto:dataprotection@innserveltd.com), for all data protection compliance queries. Questions about this policy, or requests for further information, should be directed to this mailbox, and will be answered by the HR team.

**Information you give us.**

You may give us personal information by filling in forms, or by corresponding with us by phone, email, letter or otherwise. The information given may include, but is not limited to, information regarding your name, address, work address, email address, phone number, employment history, qualifications, ethnic origin, disability, sexual orientation, and religion.

We also collect information about your communications with us.

You may also provide information voluntarily when submitting CVs or applications forms. We collect and hold this information based on you giving your consent by providing us with it.

If you give us personal information about another person, (i.e. referee’s personal details) we expect you to be responsible for ensuring that they know we are using their personal information in accordance with this privacy policy and have obtained their consent to this.

**Information we collect about you**

We may gather information about you during the course of our recruitment process. This may include information we collect about you at interview or during a selection process.

**Information about you from other organisations**

For some recruitment processes we involve agencies and third party companies to assist us with candidate or applicant selection. If you have registered with one of these agencies or third party companies during your job search, please refer to their privacy policies and other related policies for details of how they hold your information.

**Sensitive Personal Data**

Any special categories of personal data that are provided to us, which may include information about ethnic origin, disability, religion and sexual orientation is used only for equality of opportunity monitoring purposes, and to consider whether adjustments may need to be made to accommodate an applicant with a disability.

**Why do we hold this information?**

We may hold information about you to allow us to complete our recruitment process. We do not use your data for any other purpose.

**Cookies**

If you visit our website, we do not take or store any information about you. The process, when information is stored, when you visit a website is called using “cookies”. Innserve does not use cookies, or any other method to record information about your browsing preferences or history.

**Who has access to your information?**

Your information may be shared with employees and representatives of Innserve who are directly involved in our recruitment process.

**Why do we give third parties your data?**

The Company may also share your data with third parties, such as recruiters, psychometric testers, and other suppliers of recruitment management products, such as candidate logging and screening services. In these instances, while the information you provide will be disclosed to them, it will only be used for:

* The administration and provision of the relevant recruitment process
* Maintaining management information for business analysis

These third parties have to follow our express instructions in respect of the use of our personal information and they must comply with appropriate security measures to protect your personal information.

We are responsible for ensuring these third parties follow data protection legislation.

We will disclose or share your personal data if we are under a duty to do so in order to comply with any legal obligation, or in order to enforce our contractual rights or other agreements.

**Where do we store your personal data?**

Data will be stored in a range of different places, including on our secure servers.

The Company will not transfer your data to countries outside the European Economic Area.

**Telephone Conversations**

We may record telephone conversations between our employees and candidates to monitor quality, provide training and sort out disputes. We do this because we have a legitimate interest in doing these things and we have put measures in place to ensure that your privacy is protected. Any data from recorded call will be held for a maximum of 365 days before being deleted.

**How does the Company protect data?**

The Company takes the security of your data seriously. The Company has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where the Company engages third parties to process personal data on its behalf, they do so on the basis of written instructions, with companies who are under a duty of confidentiality and are obliged to implement appropriate processes and technical measures to ensure the security of data.

Data transfer and storage is handled securely to avoid information loss, misuse or alteration of information that we have collected from you.

We regularly review our information collection, storage and processing practices, including physical security measures.

**For how long does the Company keep data?**

We will not keep your personal information for longer than necessary for our business purposes or for legal requirements. Usual retention details of unsuccessful applicants and candidates are for a period of up to 6 months after the process has been completed.

**Links to other websites**

Our site may, from time to time, contain links to and from other external websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Your rights**

We want to make sure that any personal information we hold about you is up to date, so if you think your personal information is inaccurate, you can ask us to correct or remove it at any time.

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require the Company to change incorrect or incomplete data;
* require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
* object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact us by emailing [dataprotection@innserveltd.com](mailto:dataprotection@innserveltd.com)

**What if you ask us to stop processing your information?**

Where data is processed only on the basis of consent, you can withdraw your consent at any time. However, this does not affect the lawfulness of any processing carried out before you notify us that you have withdrawn your consent**.**

Where we have another legal basis for processing your data, we may be able to continue to process this even if you do not consent to it. This policy contains information about processing which is not carried out on the basis of consent, and what our reason for this processing is.

We also have no obligations to stop using your data if it is required for legal proceedings or the establishment, exercise or defence of legal rights.

Where we process data on the basis of legitimate interests you have a right to object to this. We will restrict what we do with your data while we consider this request and will stop processing the data if we cannot show overriding legitimate grounds for processing the data.

**What if you ask us to delete information about you?**

Where data is being processed only on the basis of consent, and you withdraw that consent you also have the right to ask for the data to be deleted.

You have the right to ask for data to be deleted where the data is no longer necessary for the purposes for which it was collected, or if they are being processed unlawfully. You can also ask for data to be deleted if you successfully object to processing based on our legitimate interests.

This right does not apply to all information about you –information required to establish, enforce or defend our legal rights or which is required for compliance purposes does not need to be deleted.

**How can I complain about how you use my data?**

If you are unhappy with the products or services that we have provided you with or are dissatisfied with the handling of your personal data, you can email us at [dataprotection@innserveltd.com](mailto:dataprotection@innserveltd.com)

You may also refer your complaint to The Information Commissioner.

**Automated decision-making**

We do not make any autonomous decision-making using your data.

**Changes to our privacy policy**

We will update this privacy policy from time to time to keep you informed of any changes to the ways in which we use your personal data. Any changes we may make to our privacy policy in the future will be posted on our website.

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