

Citizens Advice East Herts

Privacy Notice – Employee Applicant Data

Data controller: Citizens Advice East Herts

The organisation collects and processes personal data relating to job applicants, in order to process applications within and legal and good practice guidelines. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect a range of information about you. This includes:

- An application form or CV which will include your name, address, telephone contact number, email address, details of your qualifications, skills, experience and employment history
- A supportive statement or letter if applicable
- Whether you have a disability for which we need to make reasonable adjustments during the recruitment process
- Information about your entitlement to work in the UK
- Contact details of your referees
- References taken up
- Optional diversity monitoring form including information about your ethnic origin, sexual orientation, health, and religion or belief
- Details of the shortlisting and interview process and score cards if applicable

We collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, collected via an online form, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

We will also collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

How we store your information

We store your information in an area with restricted access on our cloud-based system (Google).

Why do we process personal data?

We need to process data to take steps at your request prior to entering into a contract with you. We also need to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts. The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

Where the organisation relies on legitimate interests as a reason for processing data, it has considered whether those interests are overridden by the rights and freedoms of job applicants, employees or workers and has concluded that they are not.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the organisation processes other special categories of data, such as information about ethnic origin, sexual orientation, health, religion or belief, age, gender or marital status, this is done for the purposes of equal opportunities monitoring with the explicit consent of job applicants, which can be withdrawn at any time by contacting the Chief Executive Officer by email at ceo@citizensadviceeastherts.org.uk

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes the recruitment panel, Head of Operations, Volunteer HR Assistant, and other staff if access to the data is necessary for the performance of their roles.

Diversity monitoring forms are completed separately from the application form, anonymised on receipt, and are not disclosed to the recruitment panel.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers, or other parties where you have provided contact details, to obtain references for you, and, if appropriate, the Disclosure and Barring Service to obtain necessary criminal records checks.

Information may be shared with emergency services if necessary to do so.

The organisation will not transfer your data outside the UK.

How do we protect data?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. You can find further details in our Privacy Policy, accessible via our website

For how long do we keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for 12 months after the end of the relevant recruitment process. At the end of that period, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

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

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Chief Executive Officer by email to ceo@citizensadviceeastherts.org.uk

If you believe that the organisation has not complied with your data protection rights, you can complain to the [Information Commissioner](#).

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all. If your application is successful, it will be a condition of any job offer that you provide evidence of your right to work in the UK and satisfactory references.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.