



servest

**INFORMATION NOTICE FOR
CANDIDATES AND CONSULTANTS
2018**

Information Notice for Candidates and Consultants

We have produced this notice to explain how we will handle your personal information when you apply for a position with us, when we add you to our database of potential consultants or put you forwards for a client assignment. We have tried to set out the information as clearly as possible but if you find any part of this Notice unclear or have further questions about how we will handle your personal information please do not hesitate to contact us.

Who we are and how you can contact us

We are Servest Group Limited (company number OC368927).

You can contact us: **in writing** at: Data Protection Officer, Servest Group Limited, Vicon House, 2 Western Way, Bury St Edmunds, Suffolk IP33 3SP

by **email** at: data@servest.co.uk

by **telephone** on 0800 614678

What personal information do we collect about you?

We will may collect, store, and use your personal information when you apply for a position with us and your information is added to our database of potential employees or workers. This may include:

- **Personal information that you provide to us.**

You will share personal information with us when you provide us with a copy of your CV or application form and during the communications we have with you while considering your application for a position with us or adding you to our database of potential employees or workers. The personal information that you provide to us may include your name, address, telephone numbers, date of birth, e-mail address, qualifications, work and education history, salary information and history, details of any disciplinary proceedings, your eligibility to work, your opinions and preferences, career goals or ambitions and diversity and equality monitoring information. If we interview you we may also retain written interview notes, including details of our opinions regarding your performance during an interview;

- **Personal information that we receive from third parties.**

It is likely that the personal information you provide to us directly will be supplemented by additional personal information that we receive from third parties while considering your application for a position with us, deciding to add you to our database of potential employees or workers. For example, we may collect references about you from your named referees. We may also receive your CV or your details direct from recruitment agencies, sponsors or colleges, LinkedIn or CV watchdog websites.

What do we use your personal information for?

We will use your personal information to:

- communicate with you and provide you with the information that you request from us;
- manage and administer the internal recruitment process and our database of potential employees or workers (including to assess your suitability for vacancies or assignments, undertake background or reference checks, prepare contracts and to obtain references and feedback);
- ask if you would like to introduce friends or contacts to us who may wish to be added to our database of potential employees or workers (unless you advise us that you do not wish to be contacted for this purpose); and
- manage and administer our business; and
- comply with legal or regulatory requirements.

Data collected from third parties is combined with the personal information that you provide to us and used for the purposes described above.

Such processing of your personal data shall be on the basis that it is necessary to comply with a legal obligation or it is necessary for our legitimate interests (for running our business and administering the recruitment process and deciding whether to appoint you to a role and whether to enter into a contract of employment with you).

How we use particularly sensitive personal information

We will use particularly sensitive information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during any assessments or interviews.

Who might we share your personal information with?

We will share your personal information with current or potential clients with whom you may be placed on assignment and with any sub-contractors or suppliers we use in the course of vetting applicants.

We may also share your personal information if:

- we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce any legal agreements we enter into with you or to protect the rights, property, or safety of our clients, ourselves or others. This includes exchanging information with other companies and organisations for the purpose of fraud protection;
- we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

Are you legally obliged to provide us with your personal information?

You are not under any legal obligation to provide us with any of your personal information but please note that if you elect not to provide us with your personal information we may be unable to consider you for a position with us or add you to our database of potential employees or workers.

Do we need your consent to use your personal information?

Whilst we always want you to be aware of how we are using your personal information, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal information without asking for your consent because:

- we are entering into and carrying out our obligations under a contract to provide consultancy services between us and one of our current or potential clients or we are considering entering into a contract of employment or a consultancy contract with you;
- we are required to take certain actions to meet our legal or regulatory obligations e.g. confirming your “right to work” in the UK;
- we need to use your personal information for our own legitimate purposes (such as the administration and management of our business, identifying potential consultants to add to our database and the improvement of our services and network) and our doing so will not interfere with your privacy rights.

In exceptional circumstances, we may wish to use your personal information for a different purpose which does require your consent. In these circumstances, we will contact you to explain how we wish to use your personal information and to ask for your consent. You are not required to give consent just because we ask for it. If you do give consent you can change your mind and withdraw it at a later date. Please see *“Your rights and how can you control the information we hold about you”* below.

Do we use your personal information for marketing purposes?

We will not use your personal information for marketing purposes unless you have specifically asked us to do so by ticking a marketing preferences box. If you have asked us to send you marketing materials we will only do so via the specific means of communication you have asked us to use.

As part of our network of potential employees and workers, we will email you from time to time to ask if you wish to introduce any friends or contacts who may wish to be added to our database of potential employees or workers. If you do not wish to receive such emails from us, please reply and request to unsubscribe and we will make sure you no longer receive these emails.

How do we keep your personal information safe?

We take every care to ensure that your personal information is kept secure. The security measures we take include:

- only storing your personal data on our secure servers or in a secure cloud environment;
- ensuring that our staff receive regular data security awareness training;

- keeping paper records to a minimum and ensuring that those we do have are stored in locked filing cabinets on our office premises;
- maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems;
- enforcing a strict policy on the use of mobile devices and out of office working;
- limiting access to data on a need to know basis.

How do we ensure your personal information is protected if it is sent to countries outside the eea?

Your personal information may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") by us or by our sub-contractors. Where we, or our sub-contractors, use IT systems or software that is provided by non-UK companies, your personal data may be stored on the servers of these non-UK companies outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy which may include confirming that any US-based companies are registered under the US Privacy Shield or have entered into specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

How long do we keep hold of your personal information?

We update our databases periodically to ensure that we are not retaining personal information for longer than we need it.

We undertake a database review and cleanse every 12 months and will automatically flag and remove your details if our records show that there has been no communication between us for 6 months or more at the point that a database review is undertaken. If you wish us to remove your details from our database earlier than this you can contact us at any time to request this by email data@servest.co.uk, post Vicon House, 2 Western Way, Bury St Edmunds, Suffolk IP33 3SP or by telephone +44 0800 614678.

If you are employed by us we will retain the personal information that we collected about you during the recruitment process. During the course of your employment with us we will also collect additional personal information in relation to the ongoing management and administration of your employment which will be stored and handled separately in accordance with our internal staff policies and procedures.

Automated decision making and profiling

We will not use your personal information to make automated decisions about you or to profile you.

Your rights and how you can control the information we hold about you

You have a legal right to know what personal data we hold about you - this is called the right of subject access. You can exercise this right by sending us a written request at any time. Please mark your letter "**Subject Access Request**" and send it to us by email to data@servest.co.uk or in writing to the Data

Protection Officer, Servest Group Limited, Vicon House, 2 Western Way, Bury St Edmunds, Suffolk IP33 3SP.

You also have rights to:

- prevent your personal data being used for marketing purposes;
- have inaccurate personal data corrected, blocked or erased;
- object to decisions being made about you by automated means or to your personal data being used for profiling purposes;
- object to our using your personal data in ways that are likely to cause you damage or distress;
- restrict our use of your personal data;
- require that we delete your personal data;
- require that we provide you, or anyone that you nominate, with a copy of any personal data you have given us in a structured electronic form such as a CSV file.

You can find full details of your personal data rights on the Information Commissioner's Office website at www.ico.org.uk.

How do you make a complaint?

If at any time, for any reason, you are unhappy with how we hold or process your personal information, please raise your concerns with us immediately.

You are also entitled to make a complaint to the Information Commissioner's office at www.ico.org.uk. Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address these before you contact the Information Commissioner's Office.

How we keep this policy up to date

We will review and update this policy from time to time. This may be to reflect a change in the services we offer or a change to our internal procedures or it may be to reflect a change in the law.

If our policy changes whilst we are still holding your personal information we will provide you with an updated copy of our policy.