

Candidate privacy notice

What is the purpose of this document?

Ombudsman Services is a data controller. This means we are responsible for deciding how we hold and use personal information about you. This privacy notice is applicable to you because you are applying for work with us (either as an employee, worker or contractor).

Data protection principles

Ombudsman Services complies with data protection law and principles which ensure that your personal information will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for the purposes of progressing your application.
- Kept only as long as necessary.
- Kept securely.

What kind of information do we hold about you?

While assessing your application for employment, we will collect, store and use the following:

- Information you have provided in your CV and covering letter.
- Information you have provided in the application process, including (but not limited to) name, title, address, telephone number, email address, date of birth, gender, employment history, qualifications and employment references.
- Information from your Linked In profile.
- Information you provide during an interview.
- Results from SHL assessments.

We may also process the following special categories of personal data:

- Diversity and inclusion information including race, ethnicity, sexual orientation, gender identity and religion (with your consent only).
- Information about your health, including any medical condition.
- Information about criminal convictions and offences (if applicable to the job role).

How do we use sensitive personal information?

We will use diversity and inclusion information to assist us with anonymised equal opportunities monitoring to evaluate the effectiveness of our recruitment process. If you choose to provide this information, it will not be used in the recruitment and selection process.

We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process.

We will use information about criminal convictions to decide whether to proceed with your application or offer of employment (where applicable to the job role). This information may be required to fulfil regulatory obligations.

How do we collect your personal information?

We collect your personal information from the following:

- You, the candidate.
- Your LinkedIn profile.
- Disclosure and Barring Service in respect of criminal convictions (if applicable to the job role).
- Your named referees from whom we collect your previous job title, start date, end date and reason for leaving.

How will we use information about you?

- Communicate with you about the recruitment process
- Assess your skills, qualifications and suitability for the role
- Carry out reference checks and criminal background checks, where applicable
- Keep records relating to our recruitment and selection processes
- Comply with legal/regulatory requirements

Once we've received your CV, covering letter and/or application, our recruitment team will assess your application. You may also be invited to participate in assessments at this stage. The recruitment team and hiring manager will then shortlist applicants for the interview stage.

If after an interview, we decide to offer you a role, the recruitment team will contact your references and conduct any criminal checks (if required for your job role) before confirming your appointment. You must also provide proof of your eligibility to work in the United Kingdom before you begin work.

If you fail to provide personal information

The information we ask for in the recruitment process is used to assess your suitability for employment. Diversity and inclusion information is not considered as part of this assessment. You are not required to provide information we ask for; however, if you don't, it may affect our ability to progress your application.

Data sharing

Why might you share my personal information with third parties?

Data processors are third parties who we contract to support our recruitment process. We will only share your personal information with third parties to process your application. They cannot process your personal information unless we have instructed them to do so. They will not share your information with anyone but us. Our third parties include:

Oracle/Taleo

If you use our online application system, you will provide application information to Taleo who are contracted to provide this online service for us. Taleo will hold the application information you submit but Ombudsman Services will have access to it.

CEB Global [SHL Talent Central]

CEB provide online testing for us. If we ask you to complete an assessment, we will send you a link to the test. Your answers will be provided to and held by CEB. The results are accessible to Ombudsman Services.

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

Data retention

How long will you hold my personal data?

If your application is successful, personal information you have provided during the application process will be kept in your employee file for the duration of your employment plus 7 years following the end of your employment.

If your application is unsuccessful, personal information you have provided will be retained for 12 months from the end of the recruitment campaign. We retain your personal information so that in case of a legal claim, we can demonstrate that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information.

How do we protect your personal information?

We have procedures in place to deal with suspected data breaches. We will notify you and the Independent Commissioners Office of a suspected breach where we are legally required to do so.

Your rights

Under certain circumstances, by law you have the following rights to:

- Request access to your personal information.
- Request correction of personal information we hold about you.
- Request erasure of your personal information when you withdraw consent or there is no legal reason for us to continue to process it
- Object to processing of your personal information where we are relying on legitimate interest
- Request the restriction of processing your personal information if you wish to establish its accuracy or the reason for processing it
- Request the transfer of your personal information to another party

If you would like to exercise any of these rights, please contact YourRights@Ombudsman-Services.org

Right to withdraw consent

In the limited circumstances where you may have provided your consent for processing your personal information, you have the right to withdraw your consent any time. To withdraw your consent, please contact YourRights@Ombudsman-Services.org

Once we have received notification that you have withdrawn consent, we will stop processing your personal information unless we have another legal basis for doing so.

Your duty to inform us of any changes

It is important that the personal information we hold about you is accurate and complete. Please inform us promptly if your personal information changes.

Data protection officer

We have appointed a data protection officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact DPO@Ombudsman-Services.org

You have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues.