

Policies and Procedures

Privacy notice – Employees and Candidates



Introduction

We believe that transparency is important and appreciate that you trust us with information that is important to you. We want to be open about how we use it and so this privacy notice will let you know about the data we collect, how we use it, the controls we give you over your information, and the measures we take to keep it safe.

Information we collect

When you submit your application and or CV, we collect a lot of personal information including your name, address, telephone number and email address, during the recruitment process we also collect data including referee details, next of kin details, national insurance number, medical information, criminal record, passport and driving licence numbers.

Why do we collect this information?

The information we collect is used to allow us to carry out a fair and equal recruitment process, to allow us to contact potential candidates during the recruitment process and allow us to build a picture of our applicant pool.

We need to further collect data for our employees to allow us to maintain data required by law including right to work documentation and documentation needed to process a DBS application, other data is collected to allow KEYFORT to process employee pay or to provide evidence to our regulators of employees.

We will use contact details including home addresses, email address and phone numbers to correspond with our employees on matters regarding their employment or to send relevant company announcements.

How do we keep your information safe?

All candidates information is kept in a file on our secure company shared drive. The shared drive can only be accessed with a username and password and access rights are restricted only to employees who need to see it. Some information may be kept in paper files which are held in a lockable cabinet in our offices.

In terms of all our employees all information is held on one of two secure cloud-based systems; People HR or CarePlanner. A small number of KEYFORT employees have the ability to access employee information; this includes members of the Employee Services

Last Reviewed: 25th August by KG

Approved by: KG (DD)

Next Review Date August 2021

KEYFORT Group Ltd. Head Office: 2 Earls Court, Fifth Avenue Business Park, Team Valley, Gateshead. NE11 0HF.
Tel: 0191 491 1735

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Team and the Employee Line Manger. Any employees who have the right to access this information do so with a secure login.

In order to ensure we have all of the information to keep you safe when on session, all on call managers will have access to some basic information about you including your emails address, telephone number, address, medical information (if relevant) and next of kin details. These are stored securely.

Who else might get to see your personal information?

- **The Care Quality Commission (CQC)**
As an employee if you are delivering support to a service user for whom is receiving care which is regulated by CQC, we have a legal obligation to share some of your information with them as they check to make sure that the service you are provided is of a high standard.
- **Disabled Students Allowance Quality Assurance Group (DSA-QAG)**
As an employee if you are providing support which is funded by Student Finance England, we have an obligation to share some of your information with DSA-QAG in order to be able to provide the support.
- **External partners**
We transfer information to service providers, and other partners who process it for us, based on our instructions, and in compliance with this policy and any other appropriate confidentiality and security measures. Examples of this are to allow us to invoice for the support we have provided or with our IT Company to make sure that your personal information remains safe.
- **Safeguarding**
We have a legal obligation to share information with the local adults or children's safeguarding team or even the police if we felt that you or others were at risk of harm.
- **Training organisations**
If you wish to complete any external training, we will need to be able to pass your contact details, date of birth and national insurance number to the training provider. Prior to working with any training providers, we will check that they have policies which comply with current data protection policies. If you don't want your contact details to be passed on, we would be unable to arrange the training but do have a suite of internal training you could still access.

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Your rights in relation to your data

- Your personal information being correct
You have the right to ensure that the information we hold about you is correct. If you find that it is not, you have the right to have it changed. We will make any changes requested as soon as possible.
- Limiting data use
Although for some of your personal information, we legally have to keep it and share it with others, you still have choice over how some of the data is used. For example, you should let us know if you don't want to receive any information relating to non-mandatory events for employees.
- The right to access your personal information

You have the right to be able to access any personal information we hold about you. If you wish to do so, you need to write to us at:

KEYFORT Group
2 Earls Court
Fifth Avenue Business Park
Team Valley Trading Estate
Gateshead
NE11 0HF
enquiries@keyfortgroup.co.uk

Data Retention

For candidates, those for whom we are unsuccessful at shortlist or interview, KEYFORT will maintain your application pack and interview notes for a period of 6 months.

If successful in gaining employment with the organisation, we will keep your personal data for as long as you are employed. Once you leave employment, we will only keep your data for as long as we need to in order to comply with the law and best practice. For example, it is a legal requirement to maintain evidence of your employment for a period of seven years; this is to allow for outside parties such as HMRC to access. Any data that we don't have an obligation to keep, we will destroy once you have left employment.

Policy Review

We will review this privacy notice regularly and will share it with you if there are any changes.

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