**Privacy notice for job applicants, employees and former employees**

Citizens Advice Wandsworth (CAW) is the data controller for the information you provide unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at [recruitment@cawandsworth.org](mailto:recruitment@cawandsworth.org) (if you are applying or have applied for a job) or speak to your line manager/former line manager if you are an employee/former employee.

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don’t have to provide what we ask for but it might affect your application if you don’t.

Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don’t provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Shortlisting

Our recruitment panel for the post you are applying for shortlist applications for interview. They will not be provided with your name or contact details or with your equal opportunities information if you have provided it.

Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by the Citizens Advice Wandsworth.

Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

* Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
* Proof of your qualifications where relevant to the post – you will be asked to attend our office with original documents, we will take copies.
* You may be asked to complete an application for a Disclosure and Barring Service check.
* We will contact your referees, using the details you provide in your application, directly to obtain references

If we make a final offer, we will also ask you for the following:

* Bank details – to process salary payments
* Emergency contact details – so we know who to contact in case you have an emergency at work

**PeopleHR**

If you accept a final offer from us, some of your personnel records will be held on PeopleHR which is the HR records system used by CAW.

Here is a link to the PeopleHR Privacy Notice: <https://www.peoplehr.com/privacy.html>

**Finance, accountancy, HR and payroll services**

If you are employed by Citizens Advice Wandsworth, relevant details about you will be provided to:

* KT Business Solutions (KTBS), which provides finance management and accounting services to Citizens Advice Wandsworth. This will include your name, bank details, address, date of birth, National Insurance Number and salary.
* 1stChoice Business Solutions Ltd, which provides payroll services to Citizens Advice Wandsworth. This will include your name, bank details, address, date of birth, National Insurance Number and salary.
* Auditors (currently Hartley Fowler), which provide financial audit services for CAW. This will include your name, bank details, address, date of birth, National Insurance Number and salary.
* Citizens Advice Camden, which provides an HR support service for CAW. Full personnel records are shared with a named officer at CA Camden. They are not available to other CA Camden employees. Your job application will be administered by the CA Camden officer.

**Pension provider**

Likewise, your details will be provided to Scottish Widows who are the administrators of the Citizens Advice Wandsworth pension scheme. You will be auto-enrolled into the pension scheme if eligible or you opt-in and details provided to Scottish Widows will be your name, date of birth, National Insurance number and salary. Your bank details will not be passed to Scottish Widows at this time.

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 1 year from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for 1 year following the closure of the campaign.

Equal opportunities information is retained for 1 year following the closure of the campaign whether you are successful or not.

How we make decisions about recruitment?

Final recruitment decisions are made by the recruitment panel. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to your contact within our recruitment team or by emailing [recruitment@cawandsworth.org](mailto:recruitment@cawandsworth.org).

Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Complaints or queries

Citizens Advice Wandsworth tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact the Chief Executive at the address provided below.

Access to personal information

Citizens Advice Wandsworth tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. If we do hold information about you we will:

* give you a description of it;
* tell you why we are holding it;
* tell you who it could be disclosed to; and
* let you have a copy of the information in an intelligible form.

To make a request for any personal information we may hold you need to put the request in writing addressing it to the Chief Executive or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Chief Executive.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies. Further information is available in our Information Charter about the factors we shall consider when deciding whether information should be disclosed.

You can also get further information on:

* agreements we have with other organisations for sharing information;
* circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
* our instructions to staff on how to collect, use and delete personal data; and
* how we check that the information we hold is accurate and up to date.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 9 April 2018.

How to contact us

If you want to request information about our privacy policy you can email us at [info@cawandsworth.org](mailto:info@cawandsworth.org) or write to:

Chief Executive

Citizens Advice Wandsworth

Battersea Library  
265 Lavender Hill  
LONDON SW11 1JB