

Agent/Installer
Candidate
Privacy Notice

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What this privacy notice covers

The data controller is Thomas Sanderson Limited (referred to in this document as 'Thomas Sanderson' 'we' or 'us'). Our Data Protection Officer can be contacted at DPO@thomas-sanderson.co.uk, and is referred to throughout this document as the DPO.

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data; in this notice we explain how we handle your personal data.

Personal data that we collect

In order to manage your application, we need to process certain personal information about you. The purposes for this are set out below. We only process your information as necessary for the purposes of progressing your application or as required by law or regulatory requirements, so not all of the purposes set out below will apply to you all of the time.

Much of the information we hold will have been provided by you, but some may come from other sources, such as credit check agencies, disclosure barring services or referees with your consent only.

The Company may collect this information in a variety of ways such as through applications forms, your use of our careers site, CV's, from correspondence directly with you, or through selection meetings, meetings or other assessments.

When you apply for an Agent or Installer position we will collect:

- your name,
- date of birth;
- gender;
- contact details, including your telephone number, e-mail address and postal address,
- right to work information (e.g. passport)
- application form, CV

As part of the ongoing selection process we may collect:

- notes from face to face or telephone selection meetings
- results from any tests which you are asked to take
- financial information including bank account details

How and why we use your personal data

Taking steps to enter into an Agent/Installer agreement with you, we need to process data in order to provide our selection services to you and to facilitate the selection process. In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, it is required to make reasonable adjustments for candidates to attend selection meetings.

Your information may be shared internally, including with members of the Contact Centre, your manager, managers in the Sales and Installations area and IT staff if access to the data is necessary for performance of their roles.

When you apply to work as a Thomas Sanderson Agent or Installer

In order to pursue our legitimate interests to manage your application with us we need to process a range of information about you such as details of your qualifications & skills for example.

To determine your competencies

It is in our legitimate interests to understand how potential candidates would fit into our existing Agent and Installer network, and will develop within the role.

To comply with legislation

We are legally obliged to operate a safe environment. This may include gathering information about you to ensure that we have made reasonable adjustments for you to attend Selection meetings and/or training. We will always obtain your explicit consent, where this information is collected.

Providing your personal data to others

We may share your data 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 or apply our terms of use and other agreements; or to protect the rights, property, or safety of our customers, our regulator, or others. [This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money laundering and credit risk reduction].

We may share your data with third parties that process data on our behalf.

In addition to the specific disclosures of personal data set out in this Section, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

We will not transfer your data to countries outside the European Economic Area, in future if we do need to, we will only do so if adequate protection measures are in place in compliance with data protection legislation.

Protecting your 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 its employees in the performance of their duties.

Where we engage with third parties to process personal data on our behalf, we do so, on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Retaining and deleting personal data

We will only keep your data for as long as necessary and for the purpose or purposes that it was initially obtained.

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

Information generated throughout the assessment process, for example selection meeting notes, will be retained by us for 1 year following the closure of the selection campaign.

We will retain your personal data in accordance with the time periods specified above, unless obligations to our regulators require otherwise or we are required to remove such data from our records.

Your rights

Under the General Data Protection Regulation you have a number of rights. Some of these are complex and not all details have been included in our summaries below. Please read the relevant guidance from the Information Commissioner's Office on their website at <https://ico.org.uk/for-the-public/> for a full explanation of these rights.

You have the right:

1. To ask us not to process your personal data where it is processed on the basis of legitimate interests provided that there are no compelling reasons for that processing;
2. To request from us access to personal information held about you;
3. To ask for the information we hold about you to be rectified if it is inaccurate or incomplete;
4. To ask for data to be erased provided that the personal data is no longer necessary for the purposes for which it was collected, you withdraw consent (if the legal basis for processing is consent), you exercise your right to object, set out below, and there are no overriding legitimate ground for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation; and
5. To ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected or you exercise your right to object (pending verification of whether there are legitimate grounds for processing);

You can exercise these rights at any time by contacting us at our postal address or e-mail at the end of this privacy notice.

If you would like to exercise your rights or discuss your information rights further, please contact us at:

People Department, Thomas Sanderson, Waterberry Drive, Waterlooville, Hampshire, PO7 7UW

Or

Data Protection Officer, Thomas Sanderson, Waterberry Drive, Waterlooville, Hampshire, PO7 7UW

Changes to this privacy notice

This policy may be updated from time to time. Please check back frequently to see any updates or changes to our privacy policy.

This includes, for example, in future if we intend to process your personal data for a purpose other than what it was initially collected for.

How to contact us

Should you have any issues, concerns or problems in relation to your data, or wish to notify us of data which is inaccurate, please let us know by contacting us at ThePeopleTeam@thomas-sanderson.co.uk or DPO@thomas-sanderson.co.uk or writing to us at:

People Department, Thomas Sanderson, Waterberry Drive, Waterlooville, Hampshire, PO7 7UW

Or

Data Protection Officer, Thomas Sanderson, Waterberry Drive, Waterlooville, Hampshire, PO7 7UW

In the event that you are not satisfied with our processing of your personal data, you have the right to lodge a complaint with the relevant supervisory authority, which is the Information Commissioner's Office (ICO) in the UK, at any time. The ICO's contact details are available here: <https://ico.org.uk/concerns/>.