



East Lancashire Services Ltd
79-81 York Street
Heywood
OL10 4NR

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Privacy Policy:

Introduction

PRIVACY NOTICE

East Lancashire Services is committed to protecting your privacy. This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by the Company.

East Lancashire Services Ltd is a recruitment business which provides work-finding services to its clients and work-seekers. The Company is also a contract cleaning business. The Company must process personal data (including sensitive personal data) so that it can provide these services – in doing so, the Company acts as a data controller.

- a. The information we may collect, handle and process can include the following:
 - Your name
 - Your address
 - Your email address
 - Your telephone number
 - CV/Work history
 - Job preferences
 - Any other work related information you provide, for example education or training certificates
 - Professional memberships
 - Salary and additional benefits information
 - A log of our communications with you by email and telephone

- b. Information in respect of individuals that have worked for us previously or may work for us or our clients in the future, could also include:
 - Bank details
 - NI Numbers
 - Tax details
 - Date of Birth
 - References
 - Details of criminal convictions

You may give your personal details to the Company directly, such as on an application or registration form or via our website, or we may collect them from another source such as a jobs board. The Company must have a legal basis for processing your personal data.



Privacy Policy:

For the purposes of providing you with work-finding services and/or information relating to roles relevant to you we will only use your personal data in accordance with the terms of the following statement.

1. Collection and use of personal data

a. Purpose of processing and legal basis

The Company will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services. This includes for example, contacting you about job opportunities, assessing your suitability for those opportunities, updating our databases, putting you forward for job opportunities, arranging payments to you and developing and managing our services and relationship with you and our clients.

In some cases we may be required to use your data for the purpose of investigating, reporting and detecting crime and also to comply with laws that apply to us. We may also use your information during the course of internal audits to demonstrate our compliance with certain industry standards.

The legal bases we rely upon to offer these services to you are:

- Where we have a legitimate interest
- To comply with a legal obligation that we have
- To fulfil a contractual obligation that we have with you

b. Legitimate interest

This is where the Company has a legitimate reason to process your data provided it is reasonable and does not go against what you would reasonably expect from us. The Company has a legitimate interest to process your personal data for the purpose of providing you with work finding services.

c. Recipient/s of data

The Company may process your personal data and/or sensitive personal data with the following recipients:

- Prospective Employers/Customers that we introduce or supply individuals to (we will always contact you and gain your agreement to do so before sending your details to any prospective employer)
- Former or prospective new employers that we obtain or provide references to
- The Recruitment and Employment Confederation (and any other trade bodies which we are members of)
- Any other third parties who carry out audits to ensure that we run our business correctly
- Other recruitment agencies in the supply chain (eg. master/neutral vendors and second tier suppliers)
- Our Insurers
- Our Legal Advisors
- Our IT and CRM Providers



Privacy Policy:

- Any public information sources and third party organisation that we may use to carry out suitability checks on work seekers (eg Companies House, the Disclosure and Barring Service (DBS))
- Government, law enforcement agencies and other regulators eg. The Police, Home Office, HMRC, Employment Agency Standards Inspectorate (EASI), Local Authority Designated Officers (LADOs), GLAA

d. Statutory/contractual requirement

Your personal data is required by law and/or a contractual requirement (e.g. our client may require this personal data), and/or a requirement necessary to enter into a contract. You are obliged to provide the personal data and if you do not the consequences of failure to provide the data are:

- The company may not be able to introduce you to a client or supply you as a temporary worker to a client.

2. Data retention

The Company will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time.

Your data will be retained on our secure database for a period of no longer than 3 years either from point of registration with us, or from your last temporary booking or conversation with us regarding our work seeking services.

We must also keep your payroll records, holiday pay, sick pay and pension auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation. This is usually 6 years from when you were last employed by us.

3. Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data/and sensitive personal data you have the right to withdraw that consent at any time by contacting Helen Colligan on 01706 627662 or helen@elservices.co.uk



4. Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact: Helen Colligan on 01706 627662 or helen@elservices.co.uk

You also have the right to raise concerns with Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

