



Updated 04.10.2018 Version 3

Outstanding Education Solutions Ltd

OES007

Privacy Policy



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Company Name:	Outstanding Education Solutions Ltd; OES ('the Company')
Company Contact details:	Jemma Pattison, OES, Grange Court, Pinsley Road, Leominster, Herefordshire, HR6 8NL. Jemma@outstandinged.com , 01432 800 382; Data Protection Officer (DPO) can be contacted on dataprotection@outstandinged.com
OES007	Privacy Notice (when personal data is obtained from the data subject)
Topic:	Data protection

The Company is a recruitment business which provides work-finding services to its clients and work-seekers. 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.

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. 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.

Collection and use of personal data

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

- Legitimate interest
- Legal obligation
- Contractual obligation

Legitimate interest

OES provides work-finding services for education establishments and/or education professionals across a portfolio of education locations and as part of the business process requires the necessary personal information from interested individuals in order to match employment/placement requirements with suitable education establishments requiring suitable candidates.

Legal / Contractual obligation

As an Education agency we have to abide by the Employment Agencies Act 1973 and the Conduct of Employment Agencies & Employment Business Regulations 2003 ("the 2003 Regulations"), who regulate the employment agency industry as a whole. We have to gain your personal information to be able to comply with the above Regulations, and be able to comply with the current Education safeguarding legislation. An example of this would be asking whether you are male or female; we would need to know this due to specific requests in relation to supervision within changing rooms.

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:



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- OES will not be able to provide work finding services for you.

Recipient/s of data

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

Calverton Finance Ltd.

If you are employed by OES, relevant details about you will be provided to Calverton Finance Ltd who provide payroll services for OES. This will include your name, bank details, address, date of birth, National Insurance Number, email address and pay.

Here is a link to their Privacy Policy;

[Calverton Finance](#)

MatchMaker Software Ltd

Once you start the recruitment process with OES your personnel records will be held on MATCHMAKER which is a recruitment software OES uses.

Here is a link to their Privacy Policy;

[Matchmaker](#)

WorkPlace Live (WPL)

OES uses WPL as a desktop host. This includes Microsoft Outlook and encryption software 'Egress' to send personal and/or sensitive data only when necessary.

Here is a link to WPL Privacy Policy;

[WPL](#)

O2

OES uses the O2 network to communicate with you mainly via SMS text messaging and at times by email.

Here is a link to O2's Privacy Policy;

[O2](#)

Grange Court (Larc Development Trust – the Charitable Trust which manages Grange Court)

As the OES office is based at Grange court it uses the servers within Grange Court to support the networks OES uses to operate as a business.

Here is a link to Grange Court's Privacy Policy;

[Grange Court](#)



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NOW:Pensions

Your details will be provided to NOW:Pensions who are OES's Pension Scheme provider. You will be auto-enrolled into the pension scheme after 3 months of being within 'postponement' (this is 3 months after your 1st days work for OES) and details provided to NOW:Pensions will be your name, date of birth, National Insurance number, email address and pay. Your bank details will not be passed to NOW:Pensions at this time. NOW:Pensions retain all information within the UK.

It is compulsory for OES to automatically enrol our eligible workers into a pension scheme, for further information please visit the Gov.uk website.

Here is a link to NOW:Pensions Privacy Policy;

[NOW:Pensions](#)

Spitfire

OES uses Spitfire for telephonic systems which include Audio recording of voicemails.

Here is a link to Spitfire Privacy Policy;

[Spitfire](#)

Haines Watts Accountants

Once you have worked for OES, your information is stored through Calverton Finance. Haines Watts has access to the Calverton system for reporting information about OES to the HMRC.

Here is a link to Haines Watts Privacy Policy;

[Haines Watts](#)

Capita

If OES needs to process a DBS application for you this will be done through Capita. The relevant information you provided upon registration will be used to support your application.

Here is a link to Capita's Privacy Policy;

[Capita](#)

John Finch Computers (JFC)

JFC supports OES with IT system clean ups annually of PC's, Laptops, iPads, Routers as well as the profiling of systems and assisting with new hardware purchases. JFC also provides suitable antivirus malware. JFC also have remote support on devices when authorisation is specifically given by an OES Director.

Here is John Finch Computers Privacy Policy;

[John Finch](#)

Disclosure and Barring Service (DBS)

For those DBS checks that have been registered with the DBS Update Service, the information will be provided to the DBS for an instant check to see if this DBS is registered and remains current.

Here is a link to DBS Privacy Policy;



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[DBS](#)

Application stage

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

If we make an offer of employment under a Contract for Services (CFS) we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks for OES to offer you work. 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 also be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents so we can take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents so we can take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- We will ask you to declare whether you have previously been or are currently under any investigation or disciplinary procedure.
- We will discuss with you about completing an Enhanced check via the Disclosure and Barring Service, or Access NI, which will verify your declaration of unspent convictions and provide supporting documentation for this.
- We will contact your referees, using the details you provide in your application, directly to obtain references
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work.
- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

Assessments

We might ask you to participate in training days; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, we might take interview notes. This information is held by OES.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

Profiling and Automated Processing

OES does not use profiling or automated processing.

Accuracy of personal information

OES will check with you annually to see if there are any changes to your personal information held on file which will include name, address, health status. We do this to ensure OES records are kept up to date and because we may need to disclose this information to an education establishment if it will have an impact on the work you are able to carry out. The educational establishment themselves may do a risk assessment in accordance with their Health and Safety policy.



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Access to personal information

OES 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 General Data Protection Regulation 2018 (GDPR). If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- inform you of the legal purpose for holding / processing the personal information
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

You can make a subject access request (SAR) to OES for any personal information we may hold about you verbally or in writing. If you make your request verbally, we recommend you follow it up in writing to provide a clear trail of correspondence. It will also provide clear evidence of your actions. A SAR (Subject Access Request) template which you may want to use to assist with this is available from the [GDPR section](#) of OES's website. OES has to respond within 30 days to any SAR request. If you have any questions please email dataprotection@outstandinged.com or call 01432 800382.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting OES via email on dataprotection@outstandinged.com or call 01432 800382.

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. 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.

Cookies Policy

OES uses Couch as a host for our website which is updated by Gareth Williams Designs. OES does not keep, store or retain any cookie information of visits to the OES website.

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.

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services. Other documentation including the right to work within the UK and WTR(Working Time Records) will be kept for 2 years.



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We must also keep your payroll records, holiday pay, sick pay and pensions auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation. Financial and Pension auto-enrolment are required to be kept for 6 +1 years.

Where the Company has obtained your consent to process your personal and sensitive personal data, we will do so in line with our retention policy (a copy of which is attached). Upon expiry of that period the Company will seek further consent from you. Where consent is not granted the Company will cease to process your personal data and sensitive personal data.

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 Jemma Pattison; Grange Court, Pinsley Road, Leominster, Herefordshire, HR6 8NL, Jemma@outstandinged.com, 01432 800 382, or alternatively email dataprotection@outstandinged.com. DPO information can be provided upon request.

Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact Jemma Pattison; Grange Court, Pinsley Road, Leominster, Herefordshire, HR6 8NL, Jemma@outstandinged.com, 01432 800 382, or alternatively email dataprotection@outstandinged.com. DPO information can be provided upon request.

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.

Amendments and Updates of this policy

Date	Information
17.05.2018	Version 1 updated to Version 2. John Finch Computers added into the Privacy Policy.
04.10.2018	Version 2 Updates to Version 3. Clarity on pension auto-enrollment by adding gov.uk website. Added in declaration of disciplinary and investigation information.
9.10.2018	Version 3 updates to Version 4. Clarification on legal purpose, accuracy of information clause, Subject access request.