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# Outstanding Education Solutions Ltd

## OES007

## Privacy Policy

<b>Company Name:</b>	Outstanding Education Solutions Ltd; OES ('the Company')  Company number 8501014 VAT registered number 162507717
<b>Company Contact details:</b>	Jemma Pattison, OES, Mortimer House, Holmer Road, Hereford, Herefordshire, HR4 9TA. <a href="mailto:Jemma@outstandinged.com">Jemma@outstandinged.com</a> , 01432 800 382; Data Protection Officer (DPO) can be contacted on <a href="mailto:dataprotection@outstandinged.com">dataprotection@outstandinged.com</a>
<b>OES007</b>	Privacy Notice (when personal data is obtained from the data subject)
<b>Topic:</b>	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 legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation



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## **Legitimate interest**

Where the Company has relied on a legitimate interest to process your personal data our legitimate interests is/are as follows:

- As an Education agency we 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 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.

## **Recipient/s of data**

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

### **Zodeq Ltd (Previously known as Pulse Cashflow Finance LTd until December 2023 and prior to Calverton Finance Ltd until December 2021)**

If you are employed by OES, relevant details about you will be provided to Zodeq 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; [Zodeq Ltd](#)

### **InTime**

This is the platform that Zodeq Ltd provides to candidates to access pay slips and financial information regarding pay. OES and RJ Francis also have access to this information. Here is a link to their Privacy Policy; [Zodeq Ltd](#)

### **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](#)

### **O2**

OES uses the O2 network to communicate with you via SMS text messaging and at times by phone and email. Here is a link to O2's Privacy Policy; [O2](#)

### **Mortimer House, Hereford**

The OES office is based at Mortimer House, Hereford. OES internet connectivity is provided as a service from Mortimer house and is a dedicated network administered by our IT company JFC. Mortimer House Privacy Policy to follow.

### **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 1<sup>st</sup> 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](#)

### **Redline**

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



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Here is a link to Redline's Privacy Policy; [Redline](#)

### **RJ Francis**

Once you have worked for OES, your information is stored through Calverton Finance. RJ Francis has access to the Pulse Cashflow and InTime system for reporting information about OES Business to HMRC. Here is a link to RJ Francis Privacy Policy: [RJ Francis](#)

### **Capita**

If OES needs to process an Enhanced DBS application for you this will be done through Capita. The relevant information and documents 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 provides OES' Microsoft 365 support (including limited support with 'Egress' encryption software which is used to send personal and/or sensitive data when necessary) and IT administration. They support OES with annual IT system clean ups of PC's, Laptops, iPads, Routers as well as the profiling of systems and assisting with new hardware purchases. JFC provides suitable antivirus malware and has remote support on devices when authorisation is specifically given by an OES Director.

OES uses JFC as a desktop host an IT support provider as well as website support and manages traffic that flows through the website.

Here is John Finch Computers Privacy Policy; [John Finch](#)

### **Disclosure and Barring Service (DBS)**

For Enhanced DBS checks that have been registered with the DBS Update Service, the information will be provided online 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; [DBS](#)

### **WhatsApp**

Is used as a contact method for a small number of schools to book cover. A link to WhatsApp privacy Policy can be found here; [WhatsApp](#)

### **Facebook**

This social media platform is used to advertise positions that OES are looking to fill. There are also links from the OES website to access this social media site. A link to facebook privacy policy can be found here;

[facebook](#)

### **Twitter**

This social media platform is used to advertise positions that OES are looking to fill. There are also links from the OES website to access this social media site. A link to the Twitter privacy policy can be found

here: [twitter](#)

## **Application stage**

OES asks you for your personal details including name, contact details and CV. You will be asked 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 this information.

If you are offered employment under a Contract for Services (CFS) we will ask for information to enable relevant pre-employment checks. You must successfully complete the pre-employment checks before OES



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can offer you work. OES are required to confirm the identity of 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 do the following:

- Provide proof of your identity – you will be asked to attend OES office with original documents so copies can be taken. NB: an online registration may be offered if it is unsafe to come into OES office.
- Provide proof of your qualifications – you will be asked to attend OES office with original documents so copies can be taken.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- You will be asked to declare whether you have previously been / or are currently under any investigation or disciplinary procedure.
- OES will discuss completing an Enhanced DBS check via the Disclosure and Barring Service, or;
- Access DBS Update Service which will verify your declaration of unspent convictions and provide supporting documentation for this.
- OES will contact your referees, using the details you provide in your application to obtain references
- You will be asked 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**

OES may 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 OES. 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, OES would proactively contact you should any further suitable vacancies arise.

## **Profiling and Automated Processing**

OES does not use profiling or automated processing.

## **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:

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

## **Health Management**

OES will check with you annually to see if there are any changes to your Health. 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.

## **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 OES holds any personal information by making a Subject Access Request (SAR) under the General Data Protection Regulations 2018 (GDPR). If a SAR request is made and OES hold's information about you, they will:



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- give you a description of it;
- tell you why OES 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 to OES for any personal information we may hold about you, you will need to put the request in writing with proof of identification in the form of either passport, driving license or birth certificate, to [dataprotection@outstandinged.com](mailto:dataprotection@outstandinged.com) the postal address provided below. A SAR template which you may want to use to assist with this is available from the [GDPR section](#) of OES's website. OES will respond within 30 days to any SAR request. If you have any questions please email [dataprotection@outstandinged.com](mailto:dataprotection@outstandinged.com) or call 01432 800382.

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

If OES holds information about you, you can ask to correct any mistakes by, once again, contacting OES via email on [dataprotection@outstandinged.com](mailto:dataprotection@outstandinged.com) or call 01432 800382.

## **Disclosure of personal information**

In many circumstances OES will not disclose personal data without consent. However, if a complaint is made there may be a need to share personal information with the organisation(s) concerned and with other relevant bodies. You can also get further information on:

- agreements OES has with other organisations for sharing information;
- circumstances where OES can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- OES instructions to staff on how to collect, use and delete personal data; and
- how OES checks that the information held 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**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, and to manage your cookie settings please see OES Cookies Policy which is available on OES website. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, and to manage your cookie settings please see our

## **Data retention**

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

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require OES 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



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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.

OES 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 OES has obtained your consent to process your personal and sensitive personal data, it will be done in line with OES retention policy (available upon request to [dataprotection@outstandinged.com](mailto:dataprotection@outstandinged.com)). Upon expiry of that period OES will seek further consent from you. Where consent is not granted OES 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 OES processing your personal data and sensitive personal data you have the right to withdraw that consent at any time by contacting Jemma Pattison; Mortimer House, Holmer Road, Hereford, Herefordshire, HR4 9TA, [Jemma@outstandinged.com](mailto:Jemma@outstandinged.com), 01432 800 382, or alternatively email [dataprotection@outstandinged.com](mailto: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; Mortimer House, Holmer Road, Hereford, HR4 7FA, [Jemma@outstandinged.com](mailto:Jemma@outstandinged.com), 01432 800 382, or alternatively email [dataprotection@outstandinged.com](mailto: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.
12.06.2019	Version 3 updated to Version 4. Added in additional ID needed for SAR request.



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14.10.2020	Version 4 updated to Version 5. Changed address from Grange Court to Mortimer House Taken out Spitfire – added in Redline Taken out Haines Watts – added in RJ Francis Taken out WPL – added in Hosted Desktop (HDUK) and amended the service they are providing JFC – added in the additional cover they are providing with Microsoft 365 Business support and administration provider. Taken Gareth Williams Design out of Cookie policy and added in Voodoo Chilli
03.12.2020	Version 5 updated to Version 6 Changed 'The Company' wording to OES. Amendments to Cookies Policy
18.03.2021	Version 6 updated to Version 7 Amendment to wording under Mortimer House for further clarity. Cookies policy information provided.
16.02.2022	Version 7 updated to Version 8 Amended Calverton details with a rename to Pulse Cashflow Added further information on Cookies Policy Taken out Simple Design Works Added in DM Lab, InTime, Whatsapp, Facebook & Twitter as recipients of data
08.09.2023	Version 8 Updated to Version 9 – rechecked and verified information
01.05.2024	Version 9 updated to Version 10 – amended Finance support to Zodeq. Removed DM lab and added to JFC support