

PRIVACY NOTICE for Job Applicants

Willen Hospice and Willen Hospice Ventures Ltd

Who we are

Willen Hospice is a registered charity that provides specialist care for people whose illness no longer responds to curative treatment (also known as specialist palliative care). We provide specialist end-of-life care for adults, focusing on four key areas: specialist symptom control, emotional support, spiritual support and care for carers.

Willen Hospice (also known as the Hospice of Our Lady and St John) is registered under charity No. 270194 and is a company registered in England and Wales with Company No. 1231909.

Willen Hospice Ventures Limited is the trading company of Willen Hospice incorporating shops, warehouse, lottery, challenges and events. It is a company registered in England and Wales with Company No. 1231909.

Willen Hospice Ventures Limited is a subsidiary of Willen Hospice therefore the Data Controller in respect of all personal data collected by us, whether it is collected when you use this website, make a donation, make a purchase in our shops, participate in one of our events or otherwise engage with us in fundraising and volunteering, is Willen Hospice.

Our contact details:

Email: dataprotection@willen-hospice.org.uk

Address: Data Protection, Willen Hospice, Milton Road, Willen Village, Milton Keynes, MK15 9AB

Introduction

As part of any recruitment process, Willen Hospice collects and processes personal information, or personal data, relating to job applicants. This personal information may be held by Willen Hospice on paper or in electronic format.

Willen Hospice is committed to being transparent about how it handles your personal information, to protecting the privacy and security of your personal information and to meeting its data protection obligations under the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and the General Data Protection Regulation EU 2016/679 (GDPR). These are collectively referred to as 'Data Protection Legislation'. The purpose of this privacy notice is to make you aware of how and why we will collect and use your personal information during the recruitment process. We are required under the above data protection laws to notify you of the information contained in this privacy notice.

This privacy notice applies to all job applicants, whether they apply for a role directly or indirectly through an employment agency. It is non-contractual.

If you have any questions about this privacy notice or about how we handle your personal information, please email dataprotection@willen-hospice.org.uk.

Data protection principles

Under Data Protection Legislation, there are six data protection principles that Willen Hospice must comply with. These provide that the personal information we hold about you must be:

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1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

Willen Hospice is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

Why and how do we use your personal information?

We will only use your personal information when the law allows us to. These are known as the lawful bases for processing. We will use your personal information in one or more of the following circumstances:

1. where we need to do so to take steps at your request prior to entering into a contract with you, or to enter into a contract with you;
2. where we need to comply with a legal obligation;
3. where it is necessary for our legitimate interests (or those of a third party), and your interests or your fundamental rights and freedoms do not override our interests.

We need all the types of personal information listed under *“What types of personal information do we collect about you?”* primarily to enable us to take steps at your request to enter into a contract with you, or to enter into a contract with you (1), and to enable us to comply with our legal obligations (2). In some cases, we may also use your personal information where it is necessary to pursue our legitimate interests (or those of a third party), provided that your interests or your fundamental rights and freedoms do not override our interests (3). Our legitimate interests include: delivering our services by employing employees, workers and contractors; managing the recruitment process; conducting due diligence on prospective staff and performing effective internal administration.

The purposes for which we are processing, or will process, your personal information are to:

- manage the recruitment process and assess your suitability for employment or engagement;
- decide to whom to offer a job;
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK;
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations;
- ensure compliance with your statutory rights;
- ensure effective HR management and business administration;
- monitor equal opportunities;
- enable us to establish, exercise or defend possible legal claims.

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Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

What types of personal information do we collect about you?

Personal information is any information about an individual from which that person can be directly or indirectly identified. It doesn't include anonymised data, i.e. where all identifying particulars have been removed. There are also "special categories" of personal information, and personal information on criminal convictions and offences, which requires a higher level of protection because it is of a more sensitive nature.

Willen Hospice collects, uses and processes a range of personal information about you during the recruitment process. This includes, as applicable, the following (unless otherwise stated, your personal information will be processed under the lawful basis of 1) 'Contract' i.e. to take steps at your request prior to entering into a contract with you, or to enter into a contract with you):

- your contact details, including your name, address, telephone number and personal e-mail address;
- personal information included in a CV, any application form, cover letter or interview notes;
- references;
- information about your right to work in the UK and copies of proof of right to work documentation (2 – Legal Obligation);
- copies of qualification certificates;
- copy of driving licence;
- details of your skills, qualifications, experience and work history with previous employers;
- information about your current salary level, including benefits and pension entitlements;
- your professional memberships.

Willen Hospice may also collect, use and process certain sensitive personal information during the recruitment process. Processing of this information will all be under the lawful basis of 1) 'Contract'. These include, as applicable, the following:

- whether or not you have a disability for which Willen Hospice needs to make reasonable adjustments during the recruitment process;
- information about criminal convictions and offences.

Why and how do we use your sensitive personal information?

We will only collect and use your sensitive personal information, which includes special categories of personal information and information about criminal convictions and offences, when the law additionally allows us to.

Some special categories of personal information, i.e. information about your health and any disability you may have, and information about criminal convictions and offences, is processed so that we can perform or exercise our obligations or rights under employment law and in line with our data protection policy.

We may also process information about your health and information about any criminal convictions and offences where we have your explicit written consent. In this case, we will first

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provide you with full details of the personal information we would like and the reason we need it, so that you can properly consider whether you wish to consent or not. It is entirely your choice whether to consent. Your consent can be withdrawn at any time.

The purposes for which we are processing, or will process, health information and information about any criminal convictions and offences, are to:

- process job enquiries and expressions of interest;
- assess your suitability for employment or engagement;
- comply with statutory and/or regulatory requirements and obligations, e.g. carrying out criminal record checks;
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations;
- ensure compliance with your statutory rights;
- ascertain your fitness to work;
- ensure effective HR management and business administration;
- monitor equal opportunities.

We may also occasionally use your special categories of personal information, and information about any criminal convictions and offences, where it is needed for the establishment, exercise or defence of legal claims.

How do we collect your personal information?

Willen Hospice collects personal information about you during the recruitment process either directly from you or sometimes from a third party such as an employment agency. We may also collect personal information from other external third parties, such as references from current and former employers, information from our personality profiling service provider (Thomas International), statement of fitness to work from Milton Keynes University Hospital Staff Health and Wellbeing Department (occupational health) and criminal record checks from the Disclosure and Barring Service (DBS). Other than employment agencies, Willen Hospice will only seek personal information from third parties during the recruitment process once an offer of employment or engagement has been made to you and we will inform you that we are doing so.

You are under no statutory or contractual obligation to provide personal information to Willen Hospice during the recruitment process.

Your personal information may be stored in different places, including on your application record, in Willen Hospice's HR management system and in other IT systems, such as the e-mail system.

What if you fail to provide personal information?

If you fail to provide certain personal information when requested, we may not be able to process your job application properly or at all, we may not be able to enter into a contract with you, or we may be prevented from complying with our legal obligations. You may also be unable to exercise your statutory rights.

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Change of purpose

We will only use your personal information for the purposes for which we collected it, i.e. for the recruitment exercise for which you have applied.

However, if your job application is unsuccessful, Willen Hospice may wish to keep your personal information on file for in case there are future suitable employment opportunities with us. We will ask for your consent before we keep your personal information on file for this purpose. Your consent can be withdrawn at any time.

Who has access to your personal information?

Your personal information may be shared internally within Willen Hospice for the purposes of the recruitment exercise, including with members of the People Services department, managers in the department which has the vacancy, members of the interview panel and IT staff if access to your personal information is necessary for the performance of their roles.

Willen Hospice may share your personal information with the following third parties for the purpose of the recruitment process:

- Thomas International (external personality profiling company).

Willen Hospice will not share your personal information with any other third parties during the recruitment process unless your job application is successful and we make you an offer of employment or engagement. At that stage, we may also share your personal information with third parties (and their designated agents), including:

- Milton Keynes University Hospital Staff Health and Wellbeing Department (occupational health);
- external organisations, such as professional registration bodies, for the purposes of conducting pre-employment reference and employment background checks;
- the DBS, to obtain a criminal record check;
- current and former employers, to obtain references;
- the Driver & Vehicle Licencing Agency where you will be driving Hospice vehicles.

We may also need to share your personal information with a regulator or to otherwise comply with the law.

How does Willen Hospice protect your personal information?

Willen Hospice has put in place measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

Where your personal information is shared with third party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your

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personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own purposes.

Willen Hospice also has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

For how long does Willen Hospice keep your personal information?

Willen Hospice will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed.

If your application for employment or engagement is unsuccessful, Willen Hospice will generally hold your personal information for one year after the end of the relevant recruitment exercise unless they are relevant to a possible legal claim in a tribunal, County Court or High Court. If you have consented to Willen Hospice keeping your personal information on file in case there are future suitable employment opportunities with us, Willen Hospice will hold your personal information for a further one year after the end of the relevant recruitment exercise, or until you withdraw your consent if earlier.

If your application for employment or engagement is successful, personal information gathered during the recruitment process will be retained for the duration of your employment or engagement and in accordance with the privacy notice for employees, workers and contractors.

Personal information which is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

In some circumstances we may anonymise your personal information so that it no longer permits your identification. In this case, we may retain such information for a longer period.

Your rights in connection with your personal information

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information - this is usually known as making a data subject access request and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it;
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected;
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected;

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- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy;

If you wish to exercise any of these rights, please contact us via dataprotection@willen-hospice.org.uk. We may need to request specific information from you in order to verify your identity and check your right to access the personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

In the limited circumstances where you have provided your consent to the processing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. If you wish to withdraw your consent, please contact us via dataprotection@willen-hospice.org.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another lawful basis for processing.

If you believe that Willen Hospice has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

Transferring personal information outside the UK or European Economic Area

Willen Hospice may transfer your information to and from the European Economic Area but only where certain service providers conduct their processing in the EEA. Willen Hospice will not transfer your personal information to countries outside the European Economic Area except in the case of the Staff/Visitor sign-in system which transfers names to the service provider's servers in Australia.

Automated decision making

Automated decision making occurs when an electronic system uses your personal information to make a decision without human intervention.

We do not envisage that any recruitment decisions will be taken about you based solely on automated decision-making, including profiling.

Changes to this privacy notice

Willen Hospice reserves the right to update or amend this privacy notice at any time. We will issue you with a new privacy notice when we make significant updates or amendments during a recruitment process in which you are involved. We may also notify you about the processing of your personal information in other ways.

Contact

If you have any questions about this privacy notice or how we handle your personal information, please contact us via dataprotection@willen-hospice.org.uk or write to us at:

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This Privacy Notice was last updated on 1 June 2021.