

Your Data at Age UK

Guidance for Candidates Applying to Work at Age UK

When Age UK recruits colleagues, personal data is collected, stored and processed accordingly to manage, administer and support, both their application and the resulting potential employment relationship. This document aims to provide further detail to candidates applying to work at Age UK about how their data is handled, stored, processed and eventually deleted during this process. We aim to be completely transparent regarding our use of personal data in accordance with candidates privacy rights, hopefully ensuring they feel confident to share such data with Age UK.

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1. The legal framework

Age UK is committed to protecting the freedom and privacy rights of all individuals who express an interest to come and work with us. Therefore, all candidate and colleague personal data is handled appropriately and in line with the requirements of the General Data Protection Regulation (GDPR) and we ensure that all individuals are aware of their rights under this regulation.

The GDPR requires all processing of data to be justified by what is called a “lawful basis”. This means that any data that any organisation wishes to process in relation to any individual, where that individual can be identified from such data, must now have a lawful basis for this processing. A lawful basis must fall into one of the following categories:

- It is necessary for the performance of a contract (such as an employment contract or a potential one)
- It is necessary for fulfilling legal obligations (such as defending a claim or investigating a crime for example)

- It is in the vital interests of either the data subject or some other person (such as holding details about blood group types in hospitals)
- It is in the public interest (this could be in the exercise of official authority)
- It is in the legitimate interests of the organisation (this can include ordinary and honest business practices)

In the event that none of the above apply, an organisation will be required to seek the express consent of the data subject to process their data.

It is important that Age UK identify a lawful basis for the processing of all data including that that relates to our candidates. On the basis that candidates are seeking to be engaged in a contract of employment and the recruitment process is established to consider this, the processing of such information relating to all candidates is considered as **necessary for the performance of such contract**.

The guidance provides further detail about the data held, why this is held, how it is stored and our retention policies in relation to such data.

2. What data is collected by Age UK during my application?

In order to register to be considered for employment with Age UK, we do require some standard information as part of the registration process. This includes the following:

- Name
- Contact details including email address
- Whether candidates are over 18 as some roles have been risk assessed and we have made a decision that colleagues within these roles must be over 18 due to lone working requirements
- Details of any unspent criminal records (this is in accordance with the Rehabilitation of Offenders Act 1974 and helps us to protect both our people and our charitable resources and funds. Having a criminal record is however not a bar to employment with Age UK)
- A CV and supporting statement which will include details relating to work history, experience, skills and qualifications (it is important that we have this information in order that we can assess suitability for the post for which a candidate wishes to be considered)
- Equality, Diversity and Inclusion information is requested of all candidates but is not a mandatory requirement (this is for monitoring purposes only and information is not shared with hiring managers)

Once this information has been collected and candidates have been selected to attend an interview or some other form of selection process, managers will then retain information relating to that process and this may include, where used:

- Interview notes
- Presentation information
- Psychometric test results
- In-tray exercise papers

- ID documentation to provide proof of eligibility to work in the UK

Again, this information is necessary to determine each candidates' suitability for the post they have expressed an interest in and managers will retain this information until a decision is made and the recruitment process concludes.

We are unable to employ any candidate who isn't able to provide proof of their eligibility to work in the UK so we are required to process this information to fulfil our legal obligation as an employer. This detail will be uploaded onto the itrent system or forwarded directly to our P&P team where it will be stored on the itrent system securely.

3. How is this data stored?

We have developed some specific guidance and training for our managers regarding the way that they handle personal data in general, information relating to their teams as well as candidates. Be assured that all data submitted by candidates is held within our TalentLink system which is a secure domain hosted by Lumesse. Both our recruitment team and managers have access to the roles that are relevant to them and will see all candidate information that has been submitted as relevant to that role (with the exclusion of the personal Equality and Diversity data provided).

The E&D data is only provided in order to allow Age UK to monitor its recruitment activity and feed back to our leaders and directors about who we attract to come and work at Age UK, as well as who becomes successful in their application. It also allows us to challenge our recruitment and selection methods to ensure that we are reaching out to a diverse pool of candidates and that there is no unconscious bias creeping into our processes. This data can only be accessed by the Recruitment Team and select members of the wider P&P team (in the case of successful candidates) for that purpose and will not be accessible for managers at all, so it doesn't form part of any decision making both at short listing and for interview.

From time to time, CVs may be passed internally by email if required but this is via our internal systems and secure domain.

4. Who has access to this data?

Only the recruitment team and those managers responsible for making decisions during recruitment will have access to candidate information, CVs and supporting statements. Managers may be required to print some information relating to candidates for interview, such as CVs, however they are advised to only do this for interview and decision making and to ensure these are confidentially destroyed soon after, either by shredding or by confidential waste collection.

At no time can managers share information relating to candidates with anyone who isn't involved with the recruitment decision making.

Interview feedback will be entered onto the TalentLink system securely and any paper copies will be sent to our Recruitment Team where they will be held securely for the purposes of providing feedback where requested. Managers are not required to hold

any data following the conclusion of the recruitment process, relating to candidates, and they are advised that doing this would contravene Age UK guidelines and policy.

1. How long is my data held by Age UK in the event I am not successful in my application?

We will advise all candidates of the outcome of their application in the event they are unsuccessful, whether that be at shortlisting or interviewing stages.

We have strict data retention policies at Age UK. Retention refers to how long we retain data and the means by which we destroy it once it is no longer needed. At recruitment, we do have a large number of talented individuals who unfortunately aren't successful at that time however we are keen to ensure that we retain details relating to those colleagues in order that we can share any further opportunities that may be of interest to them.

To that end, we retain details of all unsuccessful candidates for a period of 3 years, which we believe is a reasonable amount of time to make contact regarding such potential opportunities.

Once the 3 year period has expired, all data held within our system will be deleted confidentially and any paper copies will be destroyed via confidential waste.

Managers are not required to hold any data during that 3 year period. All retained information is held within the TalentLink system.

2. What are my rights in relation to my data held by Age UK?

Under the data protection legislation, we all as “data subjects” have a number of rights in relation to the data that organisations hold about us. It is important that employers and employees all have an understanding of these rights in order that we can ensure colleagues and candidates understand how they can make certain requests and that our management team understand how they can acquiesce. Those rights that are relevant here are summarised below with some further guidance:

Rectification

Candidates are entitled to ask Age UK to deal with any issues with the accuracy of the data that we hold about them. Therefore, if any individual feels that their data held by Age UK is incorrect in anyway, please contact the recruitment team in order to make arrangements for it to be changed. In some cases, this may require further investigation in order to understand how the error has come about and to help ensure we avoid a similar situation moving forward.

The right to be forgotten

Candidates, along with any other “data subject”, do have the “right to be forgotten” under the legal framework and this essentially means that we can make contact with organisations who hold data about us to make a request for them to confidentially destroy such data. We may find from time to time that candidates wish to exercise this

right and this will be further considered on an individual basis. However, wherever possible, we will endeavour to comply with such a request.

Any requests under this right must be submitted in writing to the recruitment team, where they can be considered further in line with any other requirements to continue to retain such data. We will endeavour to respond to such requests with full reasons in the event that we aren't able to delete the information held.

Restriction of processing

Often where an individual isn't able to ask an organisation to erase their data, they may well be able to ask them to restrict the processing of such data. This means that we may be able to consider how this data is processed in line with a request, which will also take into account the ongoing requirements to hold or process that data. For example, a candidate may no longer wish to be contacted about further opportunities at Age UK but is happy for their information to remain on the TalentLink system. Again, this request must be put in writing to the Recruitment Consultant for further consideration.

Access to your data

All "data subjects" have a legal right to access data that any organisation holds about them. This right also extends to our candidates. Requests of this nature are to be submitted to the Recruitment Team at which point the request will be further considered and discussed. The Subject Access Request Form can be used in order that we can be clear on the request and what is required. Candidates can request the form from their Recruitment Consultant.

In addition to the form, candidates will also be required to verify their identity in order that the information and data can be shared safely with them. This condition has been applied in order that we handle this personal data in a safe and secure manner.

There is no longer any fee payable to Age UK for such a request to be supported and processed. Age UK will respond to such a request within 28 days of receipt in writing using the above form.

There may be some circumstances under which the organisation may need to give further consideration to such a request and this may be the case whereby the request is potentially unfounded, excessive or is repetitive. In this event, full reasons will be provided in the event that a request is declined or a fee is requested due to the circumstances.

3. How can I raise a concern?

Please be assured that Age UK has endeavoured to engage a number of measures with the aim of preventing any such risks to our colleagues' and candidates data. Such work and associated measures are constantly reviewed - as the online environment changes and develops. Unfortunately, from time to time organisations have found themselves in breach of data protection legislation, often not through fault of their own

however circumstances may arise that can involve unlawful hacking events or penetration of systems or sometimes unfortunate acts that can have consequences for our colleagues if this relates to their data. Age UK takes a very strict approach to such events and would always seek to take all appropriate and reasonable measures.

We also encourage candidates to raise any concerns with us they may have regarding the use, processing or storage of their data. This concern must be raised in writing with the Recruitment Consultant or using the recruitment contact details provided at the point of application. Any concerns raised will be considered as soon as reasonably possible and written responses will be provided within a reasonable timeframe, together with details of any corrective action if necessary.

Document version control

This policy and procedure will be reviewed regularly or at a minimum on a bi-yearly basis, or at the point of any significant change in legislation (whichever occurs first).

Version Number	Date	Action Taken	Next review due
Version 1	April 2018	Guidance developed alongside policy document	April 2020
Version 2	November 2019	Slight amendments regarding ED&I to bring clarity to handling of data	November 2021