



## Privacy Notice for Employees, Job Applicants and Volunteers

### 1.0 Introduction

Pivotal is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. Pivotal is committed to protecting the privacy and security of your personal information, being clear and transparent about how data is collected and used and to meeting its data protection obligations.

This privacy notice applies to employees, job applicants and volunteers. It does not form part of a contract of employment or any contract to provide services, and may be updated at any time.

As a provider of accommodation and support to a range of customer groups, Pivotal is committed to being fair, open, honest and transparent in relation to the collection, processing and sharing of personal data - in full accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Pivotal collects, stores and processes personal data relating to its employees, job applicants and volunteers. This privacy notice sets out how we collect and use personal information about you before, during and after your working relationship with us.

### 2.0 What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and we will not retain it for longer than is necessary.

#### During the recruitment and selection process

You will be asked to share your basic contact details and some additional information relevant to the role you are applying for, including your employment and education history if you are applying for an employed post with us.

Pivotal works with a range of vulnerable customer groups. This means you may also be asked to disclose details of any criminal convictions as part of the Disclosure and Barring Service (DBS) checks we must carry out. The processing of criminal offence data for this purpose meets the conditions of the Data Protection Act 2018.

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Should you be successful in securing employment, bank work or a volunteering position with Pivotal, you will be required to ensure that any changes to your personal details are shared with us. This could include name, address, telephone number, bank details (employees, bank workers and volunteers only for the purpose of paying expenses), emergency contact, professional memberships etc.

Employees will also be asked to share information relating to sickness absence and on occasion, where necessary, their medical history. The processing of health information is necessary for the purpose of assessing the working capability of the employee or volunteer and enabling us to make reasonable adjustments where necessary and ensure our employees are safe and supported.

The information we ask for is used to assess your suitability for employment or volunteering. Further to this, it helps with managing the employment or volunteer relationship.

You are not obliged to provide the information we ask for but it might affect your application, or the way in which we can support you, if you do not. Without this information, we would not be able to fulfil our function as an organisation working with employees and volunteers.

### **Application Stage**

At this stage we will ask you for your personal details including your name and contact information. We will use the contact details you provide us with to contact you to progress your application.

In addition, we will ask you for information relevant to the role you have applied for. This may include, for example, information about your previous experience, education, referees and other information that qualifies you for the position. Pivotal colleagues involved with recruitment will have access to all of this information and it will be used to assess your suitability for the role you have applied for.

### **Equal Opportunities Monitoring**

You may also be asked to provide equal opportunities information. This information will not be made available to any colleagues outside the recruitment process, including hiring managers, in any way that can identify you. You do not have to provide this information and it will not affect your application if you choose not to. Any information you do provide will only be used to produce and monitor equal opportunities statistics.

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## Shortlisting Stage

Recruiting managers will shortlist applications for interview with the support of Pivotal's HR colleagues. They will not be provided with your equal opportunities information if you have provided it.

Volunteer applicants will usually be invited to discuss the volunteer role with a member of our HR Team and the Manager of the respective service area, depending on the role applied for.

## Assessment stage

We might ask you to participate in assessments, complete tests, and/or attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by Pivotal.

If you are unsuccessful following assessment for the position you have applied for, we will retain your details for a period of six months.

## The offer of employment or a volunteering role

If we make an offer of employment or a volunteering role, we will ask you for information so that we can carry out pre-employment/volunteering checks.

Our offer of employment/volunteer roles is conditional on these checks being satisfactory.

We are required to confirm the identity of our employees and volunteers, their right to work in the UK, and seek assurance as to their trustworthiness, integrity and reliability.

We will require you to provide:

- Proof of your identity, including your right to work in the UK – you may be asked to attend our premises with original documents.
- Proof of your qualifications – you may be asked to attend our premises with original documents or membership numbers.
- Where applicable (depending on the role applied for), a self-disclosure form. This must be completed along with a Disclosure and Barring Service (DBS) application form to verify your declaration of unspent convictions. There are several different levels of DBS check and you will be asked to complete the level applicable to the role.

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- Referee contact information to enable us to contact referees directly using the information you provide.
- A completed questionnaire about your health (employees and bank workers). This is to establish your fitness to work in the role you have applied for. The information gathered allows us to put into place any reasonable adjustments, should they be needed. Volunteers are able to raise any health-related concerns or additional support requirements so that suitable roles can be adapted where possible to suit individuals.
- Your bank details (to process salary and/or expenses) and emergency contact details (so that we know who to contact in case of an emergency).

### **3.0 During employment or volunteering**

If your employment or volunteering position is conditional upon a valid membership or insurance, evidence of renewal will be requested.

#### **Management of Short-Term and Long-Term Sickness Absence (employees only)**

You will be asked to provide documentation and information that confirms your eligibility to take sickness leave e.g., doctor’s notes and return to work forms.

#### **Volunteer leave or breaks from volunteering**

Where a volunteer’s circumstances change and there is an impact on how they are able to carry out their role, we will review the role and tasks with the volunteer and put in place appropriate support/changes as required where this is possible. We will retain records of this.

Records of meetings with your Line Manager will be retained in line with our Data Retention Schedule (available on IRIS or from your Line Manager).

### **4.0 Access to your personal information**

Pivotal aims to be as open as it can be in terms of giving people access to their personal information. You can find out about the information we hold in respect of your personal information by making a ‘subject access request’ to us under UK General Data Protection Regulation (UK GDPR).

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## 5.0 Sickness absence and occupational health services (employees only)

It will be necessary for you to share basic information relating to reasons for sickness absence from work. In cases of prolonged or persistent sickness, you may be asked to disclose more detailed information relating to your medical history or medical condition.

We may use occupational health services (OHS) to advise and guide us appropriately on individual cases of prolonged or persistent sickness. If we intend to make an OHS referral, we will seek consent from you prior to making the referral and inform you of your rights at the time an occupational health referral is requested.

An employee has a right to request to see their OHS report before it is sent to us. If you deny us access to the report, this could affect your employment situation.

## 6.0 Keeping your personal information up to date

Throughout your employment or volunteering at Pivotal you will be required to ensure that you provide us with any changes to your personal details and this could include; name, address, bank details, emergency contact etc. You will be asked to update these with the HR Team or on IRIS. Please note that bank details can only be updated by contacting a member of the HR Team.

## 7.0 Data sharing within Pivotal

All information provided by you during the recruitment and selection process will only be used for the legitimate interest of progressing your application, or to fulfil legal or regulatory requirements as necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes.

Pivotal acts as a data controller in respect of employee, applicant and volunteer personal data. We will retain your information in accordance with our Data Protection Policy, UK General Data Protection Regulation (UK GDPR) (GDPR) and our Data Protection Schedule.

Other information that you provide during the course of your employment or volunteering will be used to legitimately and appropriately manage the employment or volunteering relationship. This could be information relating to (but not limited to), updating of personal contact details, renewal of professional memberships, provision of benefits or disclosing medical conditions.

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## **8.0 Creative Pension Trust (Pivotal’s pension provider – employees only)**

You will be enrolled into the pension scheme and details shared with the provider will be your name, address, date of birth, National Insurance number, pension reference number and salary. Your bank details will not be passed to the provider at this time.

## **9.0 Third party pay-role bureau (employees only)**

Pivotal works with a third party pay-role bureau for the purpose of processing salary information including pay slips, P.60 and P.11D. The bureau will securely process and hold employees personal email addresses in order to send electronic payslips monthly. Once emailed to employees, they will be required to input their date of birth in order to access the payslip information.

## **10.0 Additional email communications (employees only)**

In addition to Creative Pension Trust and Pivotal’s third party pay-role bureau, Pivotal’s Senior Leadership Team may also contact you via personal email.

## **11.0 Disclosure and Barring Service**

Many people who apply to work with vulnerable customer groups, whether as a paid employee or a volunteer, are required to undergo a Disclosure and Barring Service (DBS) check to ensure they are suitable to work with our customers. DBS checks will detail convictions in line with the level of check applied for, as well as any cautions, warnings or reprimands an applicant has on their record (as long as they are not protected).

To ensure a safe recruitment process we may have to complete a DBS Risk assessment to ensure suitability to the post you are applying/volunteering for. We may ask you questions in relation to any convictions you may hold. The DBS Risk Assessment along with your self-disclosure record will be stored securely and separate from your personnel file. We will retain your risk assessment and self-disclosure for the duration of your employment and for 6 months afterwards.

In order to obtain a DBS check we use M G Care Executive Limited trading as uCheck located at Chiltern House, Sigford Road, Marsh Barton, Exeter, EX2 8NL.

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## 12.0 What we do with the information you provide to us

The information you provide will be held securely by us and/or our data processors whether the information is in electronic or hard copy format.

To enable Pivotal to deliver a comprehensive service, it will be necessary at times to share data between departments within Pivotal.

## 13.0 How long does Pivotal retain information for?

For volunteers, we do not keep data for longer than it is necessary for the purposes for which it is used. This might include information about your interests and skills in order to match you to a suitable volunteer role.

If you are successful in securing an employment or volunteering role the information you provide during the application process will be retained by us as part of your employee/volunteer file for the duration of your employment/volunteering in alignment with Pivotal's data retention schedule. This includes your criminal records declaration, fitness to work (employees only), records of any security checks and references.

If you are unsuccessful at any stage of the recruitment and selection process or you do not become a volunteer, the information you have provided until that point will be retained for twelve months from the closure of the process. This includes equal opportunities information.

For more information, please contact:  
Suzanne Smith, Pivotal's Data Protection Officer on:  
01202 306070  
suzannesmith@pivotalhomes.co.uk

## Equal opportunities

We may also ask you for the following information about yourself:

- Any recognised disability, learning difficulty or special educational learning difficulty.
- Racial and ethnic origin.
- Religious or similar beliefs.
- Relationship status.

You are not obliged to provide this information.

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## 14.0 Why we keep information about you

If you are applying for a role with Pivotal, we need to keep information in the first instance so that we can contact you following your application. We will ask you about your preferred method of communication.

For volunteers we keep a record of your personal information to enable us to:

- manage our internal administrative processes and keep a record of your relationship with us;
- comply with applicable laws and regulations;
- manage your communication preferences;
- analyse internal volunteering trends and systems;
- send you information regarding your volunteering with us and to contact you regarding your volunteering.

## 15.0 Data Subject Rights

Under UK GDPR, you have rights as an individual that you can exercise in relation to the information we hold about you.

Under UK GDPR, you may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to your request not being found to be unfounded or excessive, in which case a charge may apply, and:

The supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport or driver's license certified by a solicitor or bank.)

We may withhold personal information that you request to the extent permitted by law.

You may instruct us at any time not to process your personal information for marketing purposes.

We will only send marketing communications where permitted by law. You can opt out of marketing communications at any time.

The rights you have under data protection law are:

- the right to access;
- the right to rectification;
- the right to erasure;

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- the right to restrict processing;
- the right to object to processing;
- the right to data portability;
- the right to complain to a supervisory authority <https://ico.org.uk/make-a-complaint/> and
- the right to withdraw consent.

## 16.0 What you should do if you have concerns

Pivotal will endeavour to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously.

We encourage people to bring it to our attention if they think our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures.

If you would like to make a complaint about the way we have processed your personal employment or volunteering information, you should contact:  
 Suzanne Smith, Pivotal's Data Protection Officer on:  
 01202 306070  
[suzannesmith@pivotalhomes.co.uk](mailto:suzannesmith@pivotalhomes.co.uk)

### Review of this privacy notice

This privacy notice will be reviewed a minimum of every 2 years and updated when there is a known change to legislation, our systems or processes.

This privacy notice does not provide exhaustive detail of all Pivotal's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Requests should be sent to Suzanne Smith, Pivotal's Data Protection Officer on:

01202 306070  
[suzannesmith@pivotalhomes.co.uk](mailto:suzannesmith@pivotalhomes.co.uk)

Automated decision-making and profiling: We do not use automated decision-making or profiling that produces legal or similarly significant effects on employees, applicants or volunteers.

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Special category and criminal offence data: Where we process special category data (including health data) and criminal offence data (including DBS information), this processing is carried out in accordance with Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018, and is necessary for employment, safeguarding, health and safety, equality monitoring and regulatory compliance.

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