

Public Service

 **ombudsman**

Recruitment Privacy Notice

V1.1 April 2025

1 Purpose

- 1.1 This privacy notice explains how we collect, uses, stores and protects personal information about candidates, including information that identifies you or could be used to identify you
- 1.2 We manage personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- 1.3 We are registered with the Information Commissioner's Office (ICO) as a Data Controller (registration number **Z6520944**).
- 1.4 If you have any queries about how we will manage and retain your data, please contact the Data Protection Officer (DPO).

Data Protection Officer: Alex Daybank

Public Service Ombudsman

Citygate

47-51 Mosley Street

Manchester

M2 3HQ

Email: DPO@ombudsman.org.uk

- 1.5 If you wish to make any requests under data protection legislation, please contact the Information Rights team. The contact details for the team are:

Information Rights Team

Public Service Ombudsman

Citygate

47-51 Mosley Street

Manchester

M2 3HQ

Email: Informationrights@ombudsman.org.uk

2 What information will we collect?

- 2.1 When you apply for a job we will ask you to provide personal information so that we can assess your suitability for the role and manage the recruitment process. This may include:
 - Personal contact details, so we can keep you informed about the progress of your application and arrange interviews or assessments where appropriate.

- Information about your employment history, skills, experience, qualifications and career achievements.
- Equality, diversity and inclusion monitoring information, such as age, ethnic origin, race, gender identity and disability status.
- Notes taken during recruitment activities such as interview notes or candidate scoring.

3 What will we use this information for?

- 3.1 We are committed to the safe and responsible handling of your personal data, meaning any information that relates to you or could identify you. We process personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR).
- 3.2 We process the personal information you provide as part of your recruitment application on the lawful basis of your consent. By submitting your application, you are providing your informed and freely given consent for us to collect and use the information necessary to assess your suitability for employment and manage the recruitment process.
- 3.3 We will only use this information for the following purposes:
- All information relating to unsuccessful applications will be retained in our recruitment system for 12 months after the recruitment exercise has closed. After this period, the information will be securely deleted.
 - Information created during the recruitment process, such as interview notes, assessment outcomes and candidate scores, will be retained for 12 months following the conclusion of the recruitment exercise and then securely destroyed.
 - We collect equality, diversity and inclusion information to help us monitor the accessibility, inclusivity and effectiveness of our recruitment processes. This information is used for monitoring purposes only and is handled in strict confidence. We operate an anonymised shortlisting process, which removes personal information that could identify candidates. This helps ensure that recruitment decisions are fair, transparent and based solely on relevant skills, experience and suitability for the role.
- 3.4 If your application is successful and you are offered a job you will be asked for further information which is processed in accordance with our Employee Privacy Notice.

4 Your Rights

- 4.1 You have rights under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.
- 4.2 As we are only processing your recruitment application data based on your consent to do so, you may revoke that consent at any time.
- 4.3 You have the right to be informed about how we use your information in a privacy notice format.
- 4.4 You have the right to request a copy of your information that we hold about you free of charge. See point 1.5 for who to contact.
- 4.5 We may not always be able to provide the information you request. For example, this may be because it contains personal information about other individuals or because it was provided to us in confidence. If we are unable to disclose the information, we will explain the reason for our decision.
- 4.6 You have the right to ask us to delete your personal data, also known as the right to erasure or the right to be forgotten. If we agree to your request, we may retain a minimal amount of information to record that your request has been fulfilled. However, there are circumstances in which we cannot delete your personal data. For example, we may be legally required to retain certain records for specified periods. Where this applies, we will explain why the information must be retained.
- 4.7 You have the right to ask us to stop using your personal information for certain purposes. In practice, this right may be limited because we only process personal information where there is a lawful basis to do so, such as a legal obligation or your consent. However, we will consider every request carefully and, where possible, accommodate your wishes. If we are unable to do so, we will explain the reasons for our decision.
- 4.8 If we can fulfil your request, we will retain just enough information about you to make sure your wishes are respected during the recruitment process.
- 4.9 We will not sell your information or use it for commercial purposes.
- 4.10 If you would like a copy of some or all of the personal information we hold about you, you can submit a request through your manager, Human Resources, or directly to the Information Rights team using the contact details above or by emailing informationrights@ombudsman.org.uk.

5 How to complain

- 5.1 If you are unhappy with how we have handled your personal information, please contact the DPO in the first instance using the DPO@Ombudsman.org.uk email.

5.2 You also have the right to raise a concern with the Information Commissioner’s Office (ICO):

Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60

Website: <https://www.ico.org.uk>

We encourage you to contact us first so that we have the opportunity to address your concerns.

Version control

Date	Version	Amends	Owner of amends
Sept 2022	1.0	Draft	Alex Daybank
April 2025	1.1	Minor updates	Alex Daybank