

Recruitment Privacy Notice

1.1 | April 2025

1 Purpose

- 1.1 This privacy notice is intended to give candidates information about how PHSO uses and looks after information about you or that could identify you.
- 1.2 We manage this information in accordance with the UK General Data Protection Regulation and Data Protection Act 2018.
- 1.3 If you have any further queries, please email the Data Protection Officer dpo@ombudsman.org.uk
- 1.4 We are registered with the Information Commissioner's Office (ICO) as a Data Controller - registration number: Z6520944
- 1.5 Contact details for the PHSO DPO are:
Alex Daybank
Data Protection Officer
Office of the Parliamentary and Health Service Ombudsman
PHSO Citygate
47-51 Mosley Street
Manchester
M2 3HQ

Email: DPO@Ombudsman.org.uk

2 What information will we collect?

- 2.1 When you apply for a job at PHSO, we will of course ask you to provide information about you. This is so that we can assess your suitability for the role. The information we ask you for includes:
 - Personal contact details so we can keep you up to date with the progress of your application and arrange interviews and assessments as appropriate.
 - Information about you, your career to date, your experiences and qualifications.
 - Equality and diversity monitoring information such as age, ethnic origin or race, gender identity or disability.

- Notes taken during recruitment activities such as interview notes or candidate scoring.

3 What will we use this information for?

- 3.1 PHSO is committed to the safe use and management of your personal data (information about you or that could identify you). We do this in compliance with the law including the UK General Data Protection Regulation (UK GDPR). We process your recruitment application data under the lawful basis of consent. This means that you have provided your informed and freely given consent to provide PHSO with the information we need to be able to assess your job application.
- 3.2 PHSO will only use this information for the following purposes:
- All information relating to unsuccessful applications will be held in our recruitment solution for a period of 12 months after the recruitment exercise closes. After this point, these will be securely destroyed.
 - Information created during the recruitment process such as interview notes and candidate scores will be retained for 1 year after the conclusion of the recruitment exercise and then securely destroyed.
 - Equality and diversity monitoring information will be gathered to enable us to monitor the inclusivity and reach of our recruitment processes. This data will be anonymised and treated with the utmost confidence. PHSO has an anonymised shortlisting process which removes any reference to personal details to make sure we have a fair, transparent and unbiased shortlisting process.
- 3.3 If your application is successful and you are offered a job at PHSO you will be asked for further information which is processed in accordance with PHSO's Employee Privacy Notice.

4 Your rights

- 4.1 You have rights under the UK General Data Protection Regulation (UK GDPR).
- 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. This is called a privacy notice and you're reading an example
- 4.4 You have the right to request a copy of information we hold about you and this is free of charge. PHSO will aim to respond within one calendar month after receiving the request. If we are unable to do so, we will write to you to let you know.
- 4.5 We may however not be able to give you the information you are after if, for example, if it contains personal information about other people, such as other candidates or interviewers, or if the information has been given to us in confidence.
- 4.6 You have the right to ask us to delete your personal data, also known as the right to be forgotten. If we agree to delete your personal data, we may still need to keep just enough information for us to record that we have completed your request. There are circumstances where we cannot agree to delete your data.
- 4.7 You have the right to ask us to not use information about you or that identifies you for certain purposes. This is limited in practice given that PHSO only uses this information in accordance with the law or our contract with you. However, when appropriate we will try to accommodate your wishes or provide you with an explanation why we can't fulfil your request.
- 4.8 If we can fulfil your request, we will retain just enough information about you to make sure your wishes are respected in the future.
- 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, contact the Information Access and Assurance team by writing to the address above or 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 PHSO's Data Protection Officer DPO@Ombudsman.org.uk in the first instance.

You may also contact the Information Commissioner's Office.

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF Phone: 08456 30 60 60 Website: www.ico.gov.uk

6 Updates to this privacy notice

- 6.2 This privacy notice will be updated from time to time to reflect any changes to the way your personal information is processed.
- 6.3 This privacy notice was last updated in April 2025.