

# PRIVACY NOTICE FOR RECRUITMENT



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## INTRODUCTION

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The General Data Protection Regulation (GDPR) apply across the European Union – including the UK. GDPR creates uniform rules around data and privacy. Under GDPR, organisations will be responsible for protecting the privacy of individuals. This means that as an employer, ISS has a number of responsibilities under the law across six key principles:

1. Transparency, fairness and lawfulness in the handling and use of personal data.
2. Limiting the processing of personal data to specified, explicit and legitimate purposes.
3. Minimising the collection and storage of personal data.
4. Ensuring accuracy of personal data and enabling it to be erased or rectified.
5. Limiting the storage of personal data.
6. Ensuring security, integrity and confidentiality of personal data.

## ABOUT THIS DOCUMENT

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Under GDPR, ISS UK Limited and its operating companies are categorised as “data controllers” when recruiting staff. This means that we are responsible for deciding how we hold and process personal information about you during the recruitment process in accordance with the principles of GDPR. When we use the term “processing” we mean collecting, storing, handling, sharing, transferring, accessing and deleting your personal information.

At ISS, we take great pride in operating with our values of honesty and responsibility and we therefore take our GDPR obligations very seriously and want you to be clear on what data we hold and use about you and why.

In essence, ISS will only collect, store and use your data where we absolutely have to, and where we do, we will ensure that the security of the data, and the protection of your privacy, is our priority.

To ensure transparency, this notice sets out:

- Why we collect your personal information during the recruitment cycle;
- What information we ask for;
- What we do with the information provided to us;
- How long we retain information for, and;
- Your rights.

## WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

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We will hold your personal data as part of your employment or sometimes from an employment agency, job board, CV database library or background check provider. We collect this information in order to progress your application, or to fulfil legal or regulatory requirements, if necessary.

There are three stages to our recruitment process:

- **Application:** in order for us to get candidates for available roles we obtain CVs and associated applications. During that process we may ask questions about your “protected characteristics” such as race, gender, age and disability. You do not have to answer these questions and it will not affect your application if you choose not to.
- **Assessment:** once applications have been shortlisted then we will invite shortlisted candidates for an assessment which is made up of one or more interviews. Depending on the role you are applying for, the assessment may also include psychometric tests presentations, technical assessments, spelling and grammar assessments and personality assessments
- **Pre-employment checks:** once an offer has been made to a successful candidate it will be subject to obtaining satisfactory references from former employer(s) Depending on the role you are applying for, we need to carry out pre-employment screening and enhanced background checks.

## WHAT INFORMATION DO WE ASK FOR?

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The information obtained during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary. Specifically we will collect, store and use the following personal information about you:

- Details that appear on CVs and cover letters such as names, address and date of birth, education/professional qualifications, current salary, salary expectations.
- Interview notes/results from assessments.
- References from former employers.
- Right to work information.
- Pre-employment checks such as credit history and criminal record checks.
- Salary, benefits and bonus information for the purposes of making an offer of employment.

We will also ask whether there are any reasonable adjustments that may have to be made as part of the recruitment process in order to comply with our legal obligations.

We may also collect information about 'special categories' of more sensitive personal information such as your race or ethnicity, religious beliefs, disability sexual orientation for the purposes of equal opportunities monitoring.

We ask whether you have any current criminal convictions as part of our recruitment process where it is appropriate to the nature of the role or where we are obliged to do so as part of our regulatory obligations. We may also conduct criminal record checks if it is necessary for the role applied for.

We have in place appropriate safeguards when processing such data.

## WHAT WILL WE DO WITH THE INFORMATION YOU PROVIDE TO US?

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During the recruitment process, we will collect, store, and use information relating to right to work documentation, references and other information included in a CV or cover

letter or as part of the application process. The information obtained during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary. In the event you are successful we will use some of the information obtained in order to perform an employment contract with you.

We will use the other information provided to assess your suitability for the role you have applied for and for progressing your application. Should your application be successful we will need to complete on-boarding processes. We may have a need to share your information internally, and if this is required it will only be to the extent necessary to enable the recruitment process to progress.

Your information may be shared internally with employees who are involved in the recruitment for their team/service line, employees in People and Culture who have responsibility for recruitment and on-boarding, employees in IT for user access and employees in security for access to our premises.

### ***Third party data collection and sharing***

We may collect and/or share your information with third party organisations such as:

- Companies we work with for recruitment purposes.
- Suppliers who carry out assessments, psychometric testing or undertake background checks.
- Former employers/educational institutions for the purposes of obtaining references/information validation.
- ISS group companies for system maintenance support and hosting of data.
- The Disclosure and Barring Service in respect of criminal convictions.



Before background checks are performed we will contact you to obtain your permission for performance of a background check and to provide you with information about how you can obtain a copy of information from the background check third party supplier if you have questions or concerns.

The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format and on the whole will not be transferred outside of the European Economic Area. We do not allow our third-party service providers to use your personal data for their own purposes. Occasionally, ISS may transfer the personal information we collect about you to our group companies, mainly with our group companies in the UK and occasionally with our group companies outside the EU if this is necessary for the recruitment of that role. We have in place Binding Corporate Rules to ensure protection of your personal information when transferring personal information between group companies.

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law. For certain roles, there may be a need to share your personal information with our clients where we have a contract with them to provide services and it is necessary as part of the performance of that contract. If this is the case we will ensure that your personal information receives an adequate level of protection.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

### ***Processing grounds***

We process your information based on a number of grounds as set out in law. Most commonly, we will use your personal information in the following circumstances:

- Where it is necessary for our legitimate interests such as for progressing your application and for making recruitment decisions.
- Where we need to comply with a legal obligation, such as right to work checks.

- Where we need to perform the contract we have entered into with you in the event you are successful in your application.

We may also use your personal information here it is needed in the public interest, such as equal opportunities monitoring.

### ***Automated decision making***

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You will not be subject to recruitment decisions based solely on automated decision-making.

## **HOW LONG WILL YOU RETAIN MY INFORMATION FOR?**

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Information generated throughout the recruitment process will be retained by us for six months following the closure of the recruitment process.

If you are successful, the information you provided during the application process will be retained on your employee file for the duration of your employment plus six years following the end of your employment.

If we wish to retain personal information on file for future opportunities we will write to you separately and ask for your consent to retain this information.

## YOUR RIGHTS

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Under certain circumstances, by law you have the right to:

- See the information that we hold about you (a data subject request).
- Ask us to make a change if you think any information we hold about you is incomplete or inaccurate.
- Ask us to delete your personal information or ask us to stop/restrict the processing of your data if you believe that we should not be processing it, or we are processing it incorrectly.
- Ask us to transfer your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact our data protection officer in writing.

## COMPLIANCE

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We have appointed a Group Data Protection Officer. If you have any questions about this privacy notice or how we handle your personal information, please contact the UK local contact at [dpo@uk.issworld.com](mailto:dpo@uk.issworld.com) or the Group Data Protection Officer at [dpo@group.issworld.com](mailto:dpo@group.issworld.com). You have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues.



