

Privacy Policy

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Who are we?

We are BCQ Solutions Limited, a creative production company located at 1 Osier Way, Swan Business Park, Buckingham, MK18 1TB, Registration number 15062973, Registered Office: Oak House Falcon Road, Sowton Industrial Estate, EX2 7NU

Security and performance

We maintain the security and performance of our data handling systems and website through controls which are part of our Information Security Management System (ISMS) complying with the requirements of ISO 27001.

We have carried out assessments of the legal basis for processing personal data and have concluded that this is necessary on the grounds of contractual and legal obligations together with our legitimate interests for the use of client and employee data for our commercial interests and employment respectively.

How we use your information

This privacy Policy tells you what to expect when we collect and process personal information. For professional personal data (e.g. business related data) the legal basis for this is our legitimate interests, namely the control and maintenance of our website and/or business administration and/or the performance or creation of a contract between you and us. For employment related personal data, the legal basis for this is our legitimate interests, namely the protection and assertion of legal rights and/or the performance or creation of a contract between you and us as an employer and/or employment and fiscal legal obligations.

We will not store any of your information outside of the European Economic Area [EEA].

Should we decide to process any personal data for a purpose other than that for which it was collected, we will provide you with information on that other purpose and with any relevant further information prior to that further processing.

Visitors to our websites

When someone visits our website, we collect information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site and effectiveness of marketing efforts.

In order to provide you with our products and services, or to reply to any enquiries, we collect professional information (e.g. business related data) about you and your company submitted to our websites, passed on during telephone conversations, included in emails and mobile messaging and any other form of written or verbal communication. For example, we might keep a record of your name, work address and associated delivery addresses, work email address and work telephone number/s.

Where we want to collect personal data we will make this clear and will explain what we intend to do with it.

By continued use of our website, you consent to the Company collecting analytical and professional information about you and your organisation in accordance with the terms set out in this Policy. You also consent to the Company using the analytical and professional information for market research, marketing, sales, customer relationship management (CRM), operational, financial and legal purposes in accordance with the terms set out in this Policy. Our website is hosted on Hubspot, for more information, please see Hubspot's Privacy Policy: <https://legal.hubspot.com/privacy-policy>

Services

We offer various services to the public and professionals. We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a service to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.



Cookies

We may automatically log personal data or link information automatically logged by other means with personal data about specific individuals. However, we will only use this information to help us respond to queries you may have about our products or services or to tell you about other products and services that we think you may be interested in. We will not pass this information on to any third parties.

The Internet browser that you use may make use of a feature called a “cookie” to assign identification to your computer. We do not use cookies to store personal data or to link personal data to non-personal data, unless you have first agreed to this by selecting the “Remember Me” option. If you select this option, a cookie will be placed on your computer which will allow our website to recognise you when you return to our website. No personal information will be stored in this cookie.

We use a number of different cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit www.aboutcookies.org for detailed guidance.

The following table describes the cookies we use on this site and what we use them for. We use a Cookie banner that allows you to opt out when visiting our site. If you are not happy, then you should either not use this site, or opt out via the banner.

Cookies for Site Analytics and Performance

Cookie name	Purpose
__hstc	The main cookie for tracking visitors. It contains the domain, hubspotutk, initial timestamp (first visit), last time stamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session). It expires in 6 months.
hubspotutk	This cookie keeps track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts. It contains an opaque GUID to represent the current visitor. It expires in 6 months.
__hssc	This cookie keeps track of sessions. This is used to determine if HubSpot should increment the session number and time stamps in the __hstc cookie. It contains the domain, viewCount (increments each pageView in a session), and session start timestamp. It expires in 30 minutes.
__hssrc	Whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser. If this cookie does not exist when HubSpot manages cookies, it is considered a new session. It contains the value “1” when present. It expires at the end of the session.

More information visit:

<https://knowledge.hubspot.com/privacy-and-consent/what-cookies-does-hubspot-set-in-a-visitor-s-browser>

E-newsletter

We use a third party provider, HubSpot to deliver our e-newsletter and any email campaigns. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For more information, please see HubSpot's Privacy Policy:

<https://legal.hubspot.com/privacy-policy>

Social media

We choose to use LinkedIn and Instagram for our social media interactions.

If you send us a private or direct message via social media the message will be replied to and then deleted. If specific action or ongoing contact is required, we would direct you to email us directly at BCQ. The intention of direct social media messaging is for one-off conversations. It will not be shared with any other organisations.

Email

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Complaints

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any staff members involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Applicants, current and former employees

We are the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at the address given at the end of this Policy, under "Contact Us"

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, and to fulfil contractual and legal or regulatory requirements if you are offered a position.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area [EEA].

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

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

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

The information we ask for is used to assess your suitability for employment. If you don't provide what we ask for it could affect your application and our ability to offer you a position in our company.

Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. The Manager responsible for the recruitment and the HR Manager will have access to all of this information.

Shortlisting

Our hiring managers shortlist applications for interview. They will be provided with your name and contact details as well as your CV and any other document that you have sent in respect of your application i.e. qualification certificates etc.

Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to 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 us.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications, if relevant – you will be asked to attend our office with original documents, we will take copies.
- Where relevant to your role, proof of your driving licence and status with regard to penalties
- If required for the job role, we will contact you to complete an application for a Basic Criminal Record check via the Disclosure and Barring Service, which will verify your declaration of unspent convictions.
- We will contact your referees, using the details you provide in your application, directly to obtain references
- We may also ask you to complete a questionnaire about your health. This is to establish your fitness to work.
- Valid driving license

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

Post start date

Some roles require a higher level of security clearance. If this is the case, then you will be asked to submit information to a third party to obtain a Disclosure and Barring Service [DBS] check.

Use of data processors

Data processors are third parties who provide elements of our recruitment service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Pension

If you are employed by us, relevant details about you will be provided to Standard Life who are the administrators of our Pension Scheme. You will be auto-enrolled into the pension scheme and details provided to Standard Life will be your name, date of birth, National Insurance number and salary. Your bank details will not be passed to Standard Life at this time. <https://www.standardlife.com/sl/privacy-policy.page>

Benefit Providers**Health Cover**

Where your contracts dictates, we will send you a link and ask you to complete a registration document to our Health Insurance providers PPP to allow them to process your application.

Here is a link to our Health Insurance providers Privacy Policy:

<https://www.axapphealthcare.co.uk/privacy-policy/>

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 7 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the recruitment campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the recruitment campaign.

How we make decisions about recruitment?

Final recruitment decisions are made by hiring managers and members of our Senior Management Team. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to your contact within our HR team.

Applications should be sent directly to us. Once we have considered your application, if we are interested in speaking to you further, we'll contact you using the details you provided.

We might ask you to provide more information about your skills and experience or invite you to an interview.

If we do not have any suitable work at the time, we'll let you know but we might ask you if you would like us to retain your application so that we can proactively contact you about possible opportunities in the future. If you say yes, we will keep your application for 6 months.

We might also ask you to complete our pre-employment checks or to obtain security clearance, both of which are described in this Policy above. Whether you need to do this will depend on the type of work you would be doing for us.

We ask for this information so that we fulfil our obligations to avoid conflicts of interest and to protect the information we hold. It will be retained for the duration of your time with us plus 7 years following the end of your internship.

Your rights

Under the Data Protection Act and UK GDPR, you have rights as an individual which you can exercise in relation to the information we hold about you, namely;

- The right to be informed; why we process the personal data, who we share the data with and how long we will store the data for (see above)
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be subject to an automated decision

You can read more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protectionregulation-gdpr/>

Access to personal information and the excising of rights

We try to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'Subject Access Request'. If we do hold information about you we will:

- give you confirmation as to whether or not we are holding any personal data about you and if yes, a description of it;
- tell you why we are holding it and how long for
- tell you your rights in respect of personal data held by us
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

However, the right to obtain a copy must not adversely affect the rights and freedoms of others.

To make an enquiry about any personal information we may hold, you need to put the request in writing addressing it to our DPO, at the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes or exercise any of your other rights by, once again, contacting the DPO.

Disclosure of personal information

Generally we will not disclose personal data to third parties not listed in this Policy without your consent. However, there may be circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics.

Complaints or queries

We try 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 that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This Privacy Policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact the ICO (the statutory body which oversees data protection law) at <https://ico.org.uk/global/contact-us/>

Links to other websites

This Privacy Policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this Privacy Policy

We keep our Privacy Policy under regular review.

Please ensure you look at it regularly to be aware of any updates.

How to contact us

You can write to:

DPO

1 Osier Way

Swan Business Park

Buckingham

MK18 1TB

Or call us on **01280 824000**