
PRIVACY NOTICE

SOLO SUPPORT SERVICES – APPLICATIONS & INTERVIEW

Solo Support Services Ltd are committed to protecting your personal data. This privacy note explains:

- From where we secured your personal data;
- The personal data that we collect;
- Your personal data rights;
- Your right to object to our processing your personal data and withdrawing consent;
- How and when we use that personal data;
- Whether we share your personal data with anyone else;
- For how long will we keep your personal data;
- How you can access your personal data

If you have any questions or queries about this notice, please email us by clicking '[here](#)'.

Personal data that we collect

Application Stage:

We always ensure that we have a lawful basis for processing the personal data that we collect. The justification for the personal data that we collect falls into different categories.

The justification for the processing of the following data is a 'Legitimate Business Interest', due to our responsibility to ensure our employees meet 'the Fit and Proper Person Requirement' under our CQC registration:

Name, address, email address, telephone number, about you, education history, employment and training history

We collect your personal data from you at application stage. We do not collect personal data from third parties at initial application stage.

We recruit employees for care and support positions in conjunction with our clients. All personal data provided in your application is anonymised before sending to the client prior to an interview.

Interview Stage:

Should you be invited to attend an interview for one of our vacancies, we would need to collect the following personal data, the justification for the processing of this data is 'Legitimate Business Interest' due to our responsibility to check the identity of potential employees to ensure our they meet both 'the fit and Proper Person Requirement' under our CQC registration and to ensure we meet employment law standards as defined by UK law.

Passport and / or driving licence.
Proof of National Insurance
Proof of Address

We collect your personal data from you at interview stage

Your rights in respect of your personal data

You have the right to request access to your personal data, amendments to it and for it to be deleted.

Further information about those rights along with your right to withdraw any consent you've given or object to our processing your data can be found in our data protection policy, available within the employee handbook or by clicking '[here](#)'. That policy also includes who to speak with if you have any queries about our approach to processing your personal data.

How and when we use your personal data

We're committed to using your personal data responsibly and lawfully. We only use your data for the application process, it is not used for any other purpose.

Your personal data is stored within the UK and North America (Google Drive for Business.) To help us to maintain the accuracy of the personal data that we hold please let us know if we hold out of date or inaccurate information about you.

We use accepted standards of technology and security to protect your personal data and have collected confirmation from all suppliers that they adhere to GDPR legislation.

Sharing your personal data

There are times where we will share your personal data with a third party. They are:

- With Google Drive for Business, where we store all our electronic files;
- When required by law.

For how long will we keep your personal data

Our 'retention policy' lists the type of data we process and for how long it is kept. We keep unsuccessful employment applications for six months from date of receipt. You can access that policy by clicking '[here](#)'. If you would like us to delete your data prior to this point and we don't have a lawful reason to retain it you can make a deletion request by clicking '[here](#)' or writing to Helen Brown, Data Protection Officer, 20 Central Avenue, West Bridgford NG2 5GR.

How you can access your personal data

You can ask us for a copy of the personal data that we hold on you by either clicking '[here](#)' or writing to Helen Brown on the above address. We'll ask you for copies of two types of approved identity in order to process your request (such as a passport and driving licence). You can also ask us to make corrections to data you consider to be inaccurate by clicking '[here](#)' or again writing to Helen Brown.

