

## **MPLOY SOLUTIONS LTD**

### **Privacy Notice (Young Person\_Full)**

#### **WHAT IS THIS DOCUMENT FOR/WHAT DOES IT TELL YOU?**

Many people who provide services you already use like doctors and teachers hold information about you. The reason they hold this information is to help make sure that you receive the services you are entitled to such as extra help with your learning or access to other professional support such as healthcare.

In order for us to provide services to you, we will need to hold and process personal information relating to you.

Mploy Solutions Ltd ("**we**" "**us**" "**our**") is committed to protecting the privacy and security of your personal information.

This Privacy Notice explains how we collect and use personal information about you before, during and after your work placement/Careers Guidance Interview etc., following the General Data Protection Regulation (GDPR). You can see the key points at the beginning of the document with more detail following this if you want to know more.

#### **KEY POINTS**

##### **DATA PROTECTION PRINCIPLES**

We will follow data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a clear way.
2. Collected only for valid reasons that we have clearly explained to you and not used in any way other than what we have told you.
3. Relevant to the reasons we have told you about and used only for those reasons.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the reasons we have told you about.
6. Kept securely.

## **THE KIND OF INFORMATION WE HOLD ABOUT YOU**

Personal data, or personal information, means any information about an individual which that person can be identified from. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection.

## **HOW WE WILL USE INFORMATION ABOUT YOU**

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform our duties in respect of the work/services that we have agreed to provide to you.
2. Where we need to perform a duty in line with the law..
3. Where it is necessary for our legitimate interests (where we are allowed, in line with the law, to provide work and careers related experiences).

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest.

## **HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION**

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further valid reasons for collecting, storing and using this type of personal information. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with your absolute written consent.
2. Where we need to carry out our legal obligations and in line with our Data Protection & Confidentiality Policy.
3. Where it is needed in the public interest, such as for equal opportunities monitoring, and in line with our Data Protection & Confidentiality Policy.

4. Where it is needed to check you can carry out your placement on health grounds, subject to appropriate confidentiality safeguards/protection.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

#### **INFORMATION ABOUT CRIMINAL CONVICTIONS**

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where we have to use your data to carry out our duties and provided we do so in line with our Data Protection & Confidentiality Policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

#### **AUTOMATED DECISION-MAKING**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human being involved. We are allowed to use automated decision-making in the following circumstances:

1. Where we have told you we will be using it and we have given you 21 days to request us not to.
2. Where it is necessary to perform the contract with you and appropriate measures are in place to safeguard/protect your rights.
3. In limited circumstances, with your absolute written consent and where appropriate measures are in place to safeguard/protect your rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either your absolute written consent or it must be a valid reason in the public's interest, and we must also put in place appropriate measures to safeguard/protect your rights.

## **DATA SHARING**

We may have to share your data with third parties, including third-party service providers and placement providers e.g. Other organisations that we work with to organise your work placement

We require third parties to respect the security of your data and to treat it in line with the law.

It may be necessary to transfer your personal information outside the European Union (EU).

If we do, you can expect a similar standard of protection in respect of your personal information.

## **DATA SECURITY**

We have put in place measures to protect the security of your information. You can ask us for more details about these measures if you wish. Third parties will only process your personal information where we tell them to and where they have agreed to treat the information confidentially and to keep it secure.

## **DETAILED PROVISIONS**

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection law to tell you about the information in this Privacy Notice.

This notice applies to current and former learners. This notice does not form part of any contract to provide services. We may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide you with when we are collecting or processing personal information about you, so that you know and understand why we are using such information.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Next of kin and emergency contact information.

- Educational history (including current and past schools/colleges attended and exam results)
- National Insurance number (if applicable)
- Information set out in our Work Experience Application Forms and Careers Guidance Action Plans.
- Photographs where we have asked you if we can take and use them for case studies etc. and you have agreed.

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, and religious beliefs if necessary.
- Information about your health, including medical conditions and any additional needs you may have.

#### **HOW IS YOUR PERSONAL INFORMATION COLLECTED?**

We collect personal information about you through the application process, either directly from you or sometimes from your educational establishment (school/college etc.)

We may collect additional personal information in the course of work experience activities throughout the period of your work experience placement.

#### **Situations in which we will use your personal information**

We need all the categories of information in the list above to allow us to provide you with the agreed service e.g. work placement and to enable us to make sure we are working within the law. In some cases we may use your personal information to seek legitimate interests of our own or those of third parties, but only where your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Making a decision about your work experience placement.
- Administering the work experience placement that we have agreed to provide to you.
- Administering the Careers Guidance Interview that we have agreed to provide to you.
- Business management and planning, including reporting and auditing.
- Assessing qualifications for a particular placement.
- Gathering evidence for dealing with complaints.

- Making decisions about your continued engagement for the range of services that we may provide you with.
- Education, training and development requirements.
- Dealing with legal disputes involving you, or other learners, workers and contractors, or businesses with whom we provide you a placement, including accidents at work.
- Assessing your fitness to have a work placement.
- Complying with health and safety obligations.
- To analyse data to review and better understand work placement trends.
- Equal opportunities monitoring.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

#### **If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to provide you with an appropriate service including a work placement or we may be prevented from complying with our legal obligations (such as to ensure your health and safety and the health and safety of others).

#### **Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is still in line with the original purpose. If we need to use your personal information for something completely different, we will tell you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

#### **HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION**

##### **Our obligations**

We will use your particularly sensitive personal information in the following ways:

- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness for particular placements, which may include providing appropriate workplace adjustments.

- We will use information about your race or national or ethnic origin and religious beliefs to ensure meaningful equal opportunity monitoring and reporting.

### **Do we need your consent?**

We do not need your consent if we use special categories of your personal information in accordance with this document to carry out our legal obligations or in line with specific rights we have when providing you with a work and careers related experience. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and why we need it, so that you can carefully think about whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

### **INFORMATION ABOUT CRIMINAL CONVICTIONS**

We do not hold information about criminal convictions as a standard.

We will only collect information about criminal convictions if it is appropriate given the nature of the placement and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the placement process/Careers Guidance Interview or we may be notified of such information directly by you in the course of our work together. We will use information about criminal convictions and offences in the following ways:

- To consider your health and safety and the health and safety of others.
- To assist in the sourcing of an appropriate placement(s).
- To give you accurate Careers information, advice and guidance.

We are allowed to use your personal information in this way to carry out our obligations in providing you with a service, where it is needed in the public interest or where we need to protect your interests or someone else's interests.

### **AUTOMATED DECISION MAKING**

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have told you.

We do not foresee any decisions taken will be from an automated means; however we will tell you in writing if this changes.

## **DATA SHARING**

### **Why might you share my personal information with third parties?**

We will share your personal information with third parties where required by law, where it is necessary to administer work experience placements for you or where we have another legitimate interest in doing so.

### **Which third-party service providers process my personal information?**

"Third parties" includes third-party service providers (including contractors and designated agents). The following third-party service providers process personal information about you for the following purposes:

- To fulfil their part of the work experience placement i.e. employers keeping a record of your details, as you are legally classed as an employee of theirs during your work placement.
- If your work placement is outside of the local area, we may need to request Health and Safety information relating to the employer and placement from an organisation similar to us. To enable this to happen, we need to share certain details with them e.g. your Name, Date of Birth, School/College you attend. It may also be necessary to share sensitive information such as certain health conditions to protect the Health and Safety of you and/or others.

### **How secure is my information with third-party service providers and work experience placement providers?**

All our third-party service providers and work experience placement providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers or work experience placement providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.



### **What about other third parties?**

We may share your personal information with other third parties, for example through 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.

### **Transferring information outside the EU**

We may transfer the personal information we collect about you to the following: United States outside the EU in order to provide file storage services and to produce and collect survey data. There is an adequacy decision by the European Commission in respect of this country. This means that the country to which we transfer your data are deemed to provide an adequate level of protection for your personal information.

### **DATA SECURITY**

We have put in place appropriate security measures to stop your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed (shared). In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

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.

### **DATA RETENTION**

#### **How long will you use my information for?**

We will only retain/keep your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Once we have completed our service to you, we will keep the data we hold about you for a period of 3 years, after which it will be reviewed and where it is no longer needed, we will securely dispose of it. In some circumstances we may anonymise your personal information

so that it can no longer be associated with you, in which case we may use such information without further notice to you.

## **RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION**

### **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes whilst we are working with you.

### **Your rights in connection with personal information**

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

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of 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 Lauren Hodkinson, Mploy Solutions Ltd, Unit 9 Dalby Court, Gadbrook Park, Northwich, Cheshire, CW9 7TN in writing.

### **No fee usually required**

You will not have to pay to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly not needed or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed/shared to any person who has no right to receive it.

### **RIGHT TO WITHDRAW CONSENT**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Lauren Hodkinson (full address details as above and below). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

### **DATA PROTECTION OFFICER/PERSON RESPONSIBLE FOR DATA PROTECTION**

We have appointed a person responsible for Data Protection and Confidentiality to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact Lauren Hodkinson, full address details as above and below.

### **INFORMATION COMMISSIONER**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

### **CHANGES TO THIS PRIVACY NOTICE**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.



**If you have any questions about this privacy notice, please contact Lauren Hodkinson,  
Mploy Solutions Ltd, Unit 9 Dalby Court, Gadbrook Park, Northwich, CW9 7TN**

**01606 42823 / 01606 828382**

**Lauren.hodkinson@mploysolutions.co.uk**