

Applicants Privacy Notice: Dumfries and Galloway Citizens Advice Service

Introduction

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have a right to be informed about the collection and use of your personal data. This notice sets out your rights and provides you with the information that you need to exercise those rights.

We will provide data privacy information to you at the time that we collect your personal data from you.

We will provide the information in a way that is concise, transparent, intelligible, easily accessible and uses clear and plain language.

Our purposes for processing your personal data

	Purpose	Personal Data	Where do we get it from?	Legal Basis
1	To assess your skills, qualifications and suitability for the role	- Information you have provided on your CV, application form, covering letter and emails such as your name, address, date of birth, email and phone number - Information you have provided during an interview - References - Data concerning health	- You - Recruitment agencies - Executive volunteer role agencies	- Legitimate Interests - it is in our legitimate interest to assess your application and your suitability to the role which you have applied for. - Legal obligation - we will process declared medical conditions to determine whether reasonable adjustments are required for the interview or for your working

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				environment if you are successful.
2	To communicate with you about the recruitment and selection process	Name, address, email and phone number	All parties listed in row 1.	Legitimate Interests - it is in our legitimate interests to communicate with you regarding the role which you have applied for.
3	To carry out background and reference checks, where applicable	- Details of your referees - References - Proof of right to work in the UK - PVG or Disclosure Reference number	- You - Referees - Disclosure Scotland or the Disclosure and Barring Service	- Legal obligation - Consent - we will obtain your consent before contacting referees and carrying out any background checks.
4	To retain records in relation to the hiring process	All personal data listed in rows 1 and 3.	All parties listed in rows 1 and 3.	Legitimate Interests - it is in our legitimate interest to retain your records in accordance with our retention policy.
5	To comply with our legal requirements	All personal data listed in rows 1 and 3.	All parties listed in rows 1 and 3.	Legal obligation
6	To consider whether we require to provide any reasonable adjustments during the recruitment process	Data concerning health	You	Legitimate Interests and performance of legal obligations in the field of employment.

Retention periods for your personal data

We will keep your records for the following periods:

- Application forms - Staff - 1 year from date of job advertisement
- Application forms – Volunteers – 1 year from submission of volunteer application
- Interview notes - Staff - 1 year from date of job advertisement
- Interview Notes – Volunteers – 1 year from date of interview
- References - 1 year

With whom your information will be shared

Necessary data will be shared with the following agencies:

- Signable – for the purposes of signing documents in their role as data processors
- Worknest for the purposes of employment/HR issues
- Citizens Advice Scotland for the purposes of audit, complaints handling and support with HR issues (in order to comply with SACAB membership conditions)

Other than for the purposes outlined above, we will only disclose information about you to third parties if we are legally obliged to do so or where we have a legitimate purpose which is necessary in relation to your application with us.

Your rights in relation to the processing of your personal information

Under the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018, you have a number of legal rights with regard to your personal data. These rights are as follows:

- **right to request access to your personal information** - you can request a copy of the personal information we hold on you;
- **right to request correction of your personal information** - if any personal information we hold on you is incorrect, you can request to have it corrected;
- **right to request erasure of your personal information** - you can ask us to delete your personal information in certain circumstances;
- **right to object to processing or restrict processing of your personal information** - you may object to our processing of your personal data in certain circumstances;
- **right to request the transfer of your personal information** - to provide you, or a third party you have chosen, with your personal information;
- **right not to be subject to automated-decision making and profiling**, and
- **right to withdraw consent** – where we process your data on the basis of consent, you can notify us that you want to withdraw consent any time.

If you would like to exercise any of these rights, please contact our Corporate Services Manager as detailed at the bottom of this document.

Complaints

You have a right to make a complaint if you are unhappy about the way that your personal data has been processed. You may do this in writing, using our Complaints form - [Complaints Procedures | Dumfries and Galloway Citizens Advice Service](#), by email, by telephone or in person. You should contact the Data Controller as detailed in the section below.

So we can help you with your complaint, we need to know:

- your name
- how we can get in touch with you - email, phone or address

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- details of the complaint

We shall acknowledge your complaint within 30 days of receipt and will then use the information you give us to deal with your complaint. We will only access your information for other reasons if we really need to - for example:

- for training and quality purposes (your personal data will be anonymised)
- to include anonymised complaint statistics in internal reports

If you escalate your complaint to an external independent adjudicator, we'll share your complaint information with them and we may share information with our legal advisors, if necessary. If your complaint involves an actual or potential insurance claim, we will share details of your complaint with our insurers.

We keep your complaint information for 7 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

Information Commissioner's Office

You also have a right to complain to the Information Commissioner's Office (ICO) by post at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Email: casework@ico.org.uk Telephone: 0303 123 1113

Identity and contact details of the data controller and the data protection officer

Dumfries and Galloway Citizens Advice Service is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

Corporate Service Manager

info@dagcas.org

Dumfries and Galloway Citizens Advice Service

109 Irish Street

Dumfries

DG1 2NP