Privacy Notice – Work Experience/Applicants

**Purpose of this Privacy Notice**

Dispute Resolution Ombudsman Limited, trading as the Furniture & Home Improvement Ombudsman and Dispute Resolution Ombudsman (together “The Ombudsman”), respects your privacy and is committed to protecting your personal data. This Privacy Notice tells you what to expect when we process your personal data, or personal information, when you visit our website, when you call us by telephone, or contact us via another channel and/or when you complete an Application Form. It tells you about your privacy rights, how the law protects you, the purposes for which we may process your personal information and the legal basis for the processing (‘processing’ includes us just keeping your personal information).

It is important that you read this Privacy Notice so that you are fully aware of how and why we are using your personal data.

All your personal data will be held and used in accordance with the data protection rules and regulations currently in force [[1]](https://www.railombudsman.org/privacynotice/#_ftn1) (‘**Data Protection Law**’). These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal data must be collected lawfully and used fairly, stored safely and not disclosed unlawfully.

**Identity and contact details of Controller**

Dispute Resolution Ombudsman Limited, trading as The Furniture Ombudsman and Dispute Resolution Ombudsman, is the controller of personal data for the purposes of the Data Protection Lawand is responsible for the protection of your personal data.

Our contact details for data protection purposes are as follows:

Dispute Resolution Ombudsman Ltd,

Premier House,

5 Argyle Way,

Stevenage,

SG12AD

Tel: 0333 241 3209

Email: info@disputeresolutionombudsman

**The data we collect about you**

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

We may collect, use, store and transfer different kinds of personal data about you which we have listed as follows:

• title, forename(s), surname;

• address, email address and telephone contact details;

* copies of driving licence, passport, birth certificates and proof of current address, such as bank statements and council tax bills
* evidence of how you meet the requirements of the role, including CVs and references
* diversity and equal opportunities monitoring information – this can include information about your race or ethnicity, religious beliefs, sexual orientation, disability and other ‘special category data’
* information about your health, including any medical needs or conditions
* other information required for some applications
* if you contact us regarding your application, a record of that correspondence
* the status of your application and updates on how it moves forward

Some personal information that is collected is treated as more sensitive (referred to as ‘special categories of personal data’[2], for example, information about health, sexuality, ethnic background and others).

**How is your personal data collected?**

We use different methods to collect data from and about you including through:

* **Direct interactions.** You may give us information about yourself by filling in an Application Form and/or by corresponding with us by post, phone, email, or otherwise including through social media channels.
* **Website. Our website will store cookies.** Cookies are small pieces of text which are stored on your browser, the page you are viewing or the on your device. They allow the website or a third party to recognise you and help you navigate the website more easily. For more information about the cookies we use on our website, please click here.
* **Third parties.** We may collect standard internet log information and details of visitor behaviour patterns from various third parties such as analytics providers (e.g. Google Analytics).

We may collect information about your computer, including where available your IP address, operating system and browser type. This is for system administration, to filter traffic, to look up use domains and to report statistics. This is statistical data about our users’ browsing actions and patterns and does not identify any individual.

**Legal basis for processing**

We will only use your personal data when the law allows us to. This means we have to have a legal reason to use your personal data. The legal basis is that we have a legitimate interest in processing your data in order to administer your Application. When you ask us to consider your Application, we will only request the personal information that is needed to process your complaint. We require your data to pursue our legitimate interests in a way that we consider you could reasonably expect in the administration of the Application.

**Special categories of personal data [3]**

The legal reason for processing special categories of personal data is more limited. We must identify a lawful basis for this processing and meet a separate condition for the processing. The basis for which we can use these special categories is that we have a legitimate interest in processing your data in order to administer your Application. The separate condition is that you have given your explicit consent to us processing your data for this purpose. Consent must be freely given, specific and informed and you must have a genuine choice about offering your data.

Where you have supplied special categories of personal data which are relevant to any work placement offered, you will be asked to consent to us using your data for the proper and reasonable administration of your work placement. Where we rely on your explicit consent to process special categories of personal data, this consent can be withdrawn at any time. To withdraw your consent, please contact us.

Other basis we could use, if applicable:

* With your consent;
* Where we need to protect the vital interests (i.e. health & safety) of you or another person;
* Where you have already made the information public;
* Where we, or another person needs to bring or defend a legal claim;
* Substantial public interest grounds

If you are unsure about our use of your data, or require more information, please contact us for details.

**What we use your information for**

The Ombudsman will only use the information you provide to:

* move your application forward
* check that you’re the right candidate for the role
* get in contact with you
* send you notifications for vacancy roles or job alerts

You will not be subject to automated decisions.

We will not use your data for any marketing or promotional purposes and will not share your personal data with any third party for marketing purposes.

Telephone calls to and from The Ombudsman may be recorded for training and quality purposes. Recordings are used to protect the interests of those participating in the call and provide us with useful information or evidence that supports your complaint.

When you submit an Application Form you acknowledge that we will hold and use your information in the ways described above.

**Sharing your personal information**

We will not share your personal information unless specifically requested by you in the exercise of one of your rights as data subject.

**How we manage your personal information**

We process your personal information in accordance with the principles of the Data Protection Law.

We will treat your personal information fairly and lawfully and we will ensure that information is:

• processed for limited purposes;

• kept up-to-date, accurate, relevant and not excessive;

• not kept longer than is necessary;

• kept secure to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Access to personal information is restricted to authorised individuals on a strictly need to know basis and subject to a duty of confidentiality.

We are committed to keeping your personal details up-to-date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

**Your rights under the Data Protection Law**

Under the Data Protection Law, as a data subject you have the legal right to:

• request access to your personal data (commonly known as a ‘data subject access request’);

• request correction of your personal data;

• request erasure of your personal data;

• object to processing of your personal data;

• request restriction of processing your personal data;

• request transfer of your personal data;

• not be subject to automated decisions; and

• withdraw your consent.

Please contact us if you require any further information relating to, or if you wish to exercise any of, these rights.

**Periods for which we will store your personal information**

We will only retain your personal data 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.

Telephone recordings are kept for 6 months, subject to receipt of your consent to be added to a reserve list in which case we may hold this information for a longer period, with your specific consent.

We will keep other records of the information that you give us for up 6 months.

We also have an ongoing duty to retain personal data so that we can make reasonable adjustments for consumers under the Equality Act 2010. This may affect, for example, your preferred method of contact if they had a hearing impairment and/or what would be an appropriate award to make.

In some circumstances you can ask us to delete your data: see Your rights under the Data Protection Law for further information.

**Third party links**

This website includes links to the websites of the businesses and may include links to other third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

**Reserve lists**

We maintain a reserve list of candidates who met our requirements but were not successful in securing the specific post they applied for. We’ll ask for your consent to be added to this list. We will refer to the list when other roles are advertised and will contact you if you match the role. We will ask for your consent before putting you forward for the role.

**Further information**

For further information on how and why we process your information and on how to exercise your legal rights, contact us.

The Information Commissioner’s Office (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, the UK supervisory authority for data protection issues, and one of their primary functions is to administer the provisions of the Data Protection Law.

You have the right to complain to the ICO if you think we have breached the Data Protection Law.

You can contact the ICO at:

**Information Commissioner’s Office**

Wycliffe House,

Water Lane

Wilmslow,

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: ww.ico.org.uk

The Dispute Resolution Ombudsman Limited who operates The Furniture Ombudsman and Dispute Resolution Ombudsman (together “The Ombudsman” is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882).

If you are unsure about our use of your data, or require more information, please contact us for details.

**Contact Us:**

Telephone: 0330 241 3209

Email: info@disputeresolutionombudsman.org

Twitter: @Ombudsmantweets

By Post: Dispute Resolution Ombudsman Ltd, Premier House, 5 Argyle Way, Stevenage, SG1 2AD

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