



toob broadband: recruitment privacy notice

At toob we know that sharing your personal information is a big step, and we deeply respect your trust. That's why we're committed to keeping your data safe, secure, and used only for the right reasons. This privacy notice provides information about how we will hold and use personal information about you in connection with your application for a role with toob.

what information do we hold and use and where do we get it from?

We collect different information about you at different points of the recruitment process.

Initially, we will review your CV, covering letter and application form to decide whether you meet the requirements to be shortlisted for the role and to enable us to set up an interview if we think your application is strong enough. We will then use the additional information shared at interview stage to decide whether to offer you the role and, if we offer you the role, we will then take up references and carry out any criminal records and other background checks before confirming your appointment.

The information collected, stored and used during this process includes:

- the information you have provided to us in your cv and covering letter
- the information you have provided on our application form, including name, address, telephone number, personal email address, education history, qualifications and employment history
- any information you provide to us during the interview process
- information collected from your references and our background check providers (see more on this below)

This may involve us collecting, storing and using the following types of more sensitive personal information:

- information about your race or ethnicity, religious or philosophical beliefs, and sexual orientation
- information about your health, including any medical condition, health and sickness records
- information about criminal convictions and offences

Most information will be collected from you, the candidate, however we will also receive information from our background check provider, your named referees, the Disclosure and Barring Service (where we carry out a criminal records check) and the

recruitment agency that introduced you (if applicable), depending on the stage of the recruitment process.

how will we use information about you?

We will use the personal information we collect about you to:

- assess your skills, qualifications, and suitability for the role
- carry out background and reference checks, where applicable
- communicate with you about the recruitment process
- keep records related to our hiring processes
- comply with legal or regulatory requirements

We have a legitimate interest to use your information for these purposes to enable us to decide whether to appoint you to the role and enter a contract of employment with you.

If you don't provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), unfortunately we will not be able to process your application successfully. For example, if we require references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

what about particularly sensitive personal information?

Where appropriate we will use your particularly sensitive (special category) personal information in the following ways:

- we use information about disability to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during a test or interview
- we use information about racial or ethnic origin, religious or philosophical beliefs, disability or sexual orientation to ensure meaningful equal opportunity monitoring and reporting

We may collect information about criminal convictions history if we would like to offer you the role (conditional on checks and any other conditions, such as references, being satisfactory). We are entitled to carry out a basic criminal records check in certain situations (for example, for roles which require a high degree of trust and integrity) in order to satisfy ourselves that there is nothing in your criminal convictions history which makes you unsuitable for the role.

We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

do we use automated decision-making?

During our application process, the answers that you give to certain questions within our application portal may result in your application being automatically rejected. This is the case where the information you provide confirms that you don't meet the requirements for the role. For example, you state that you do not have the right to

work in the UK, or you do not hold a valid driving licence (where the role would require you to drive). If you think a mistake has been made, please do not hesitate to contact us at recruitment@toob.co.uk.

who will you share my information with?

As part of the recruitment process, we may share personal data with third parties including: the provider of our HR and recruitment system, the Disclosure and Barring Service and our background check provider (to enable checks to take place), and the government's right to work checking service.

All our third-party service 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 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.

how will you keep my information safe?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. 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 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.

how long will you use my information for?

We will retain your personal information for a period of 12 months after we have communicated to you our decision about whether to appoint you to role. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, unless you have given us your consent to add you to our talent pool, we will securely destroy your personal information in accordance with our data retention policy.

what are my rights in respect of personal data?

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

- **Request access** to your personal information (commonly known as making 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 rectification** 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 us at recruitment@toob.co.uk.

what should I do if I have questions or complaints?

If you have any questions or concerns about this privacy notice or how we handle your personal information, please contact us recruitment@toob.co.uk.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) who is responsible for data protection issues in the UK. For more information visit ico.org.uk.