



PRIVACY POLICY

We collect certain information or data about you when you are either; a customer, a supplier, an employee (including volunteers and contractors), job applicant, or a prospective customer who has shown an interest in either a product or service supplied by EAC Network Solutions (EAC).

We collect:

- Names and Personal Contact Details
- Family, Lifestyle and Social Circumstances (employees only)
- Financial Details
- Records of Goods and Services, purchased or supplied
- Employment Information (employees and applicants only)
- Vetting Checks (employees only)
- Disciplinary Information (employees only)
- Physical or Mental health information (employees only)
- Visual Images and personal appearance

This data can be viewed by authorised people in EAC and our suppliers, to:

- To supply and deliver goods and services
- To support and manage employees
- To maintain accounts and records
- To generate sales
- To administer the business properly

Where your data is stored?

We store your data on secure servers in the European Economic Area (EEA), as well as using some systems that are hosted in the United States of America, these organisations are certified under the EU-US Privacy Shield framework.

Some of our suppliers are based outside the EEA. We have strict controls over how and why your data can be accessed.

By submitting your personal data, you agree to this.

People who call EAC

When you call EAC we collect Calling Line Identification (CLI) information, and record all calls. We use this information to help improve its efficiency and effectiveness.

People who email us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not, identify any complainants unless the details have already been made public.

People whose own Organisation or Employer contracts EAC's services

EAC offers various services to its customers and potential customers.

We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a product or service to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription in accordance with the terms and conditions set out at the time of purchase.

Some services supplied by EAC will require EAC to process information on people who belong to another organisation (the customer). We will only process this information in order to supply the customer with the contracted goods and services, and will not copy any personal information for use by EAC or any other organisation, for any other purpose, unless instructed to do so directly by the customer. For further information on this please click [Here](#) to see our [GDPR Contract Addendum](#).

People who sign up to our email alerts

We use the Campus platform, provided by Sprint Education, for our email alerts.

Sprint Education is based inside the EEA, and stores your data in the EEA. When you sign up to our email alerts, you agree to your data being stored in this way.

As a subscriber to our email alerts, we may contact you from time to time to ask for your feedback on how to improve our email alert service.

As a data processor on behalf of EAC, Sprint Education will use your information to send you email alerts if you request them. You can find out more [Here](#).

Job applicants, current and former EAC employees

EAC is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at enquiry@eac-ns.co.uk.

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

Application stage

This will be collected by a data processor on our behalf (please see below).

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Shortlisting

Our hiring managers shortlist applications for interview. They will not be provided with your name or contact details or with your equal opportunities information if you have provided it.

Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by EAC.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- We will contact your referees, using the details you provide in your application, directly to obtain references

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

Post start date

Some roles require a DBS security clearance – this will be clear on the advert. If this is the case, then you will be asked to submit information via a web portal process to Atlantic Data. Atlantic Data will be the data controller for this information.

Atlantic Data will tell us whether your application is successful or not. If it is unsuccessful, EAC will not be told the reason(s) why but we might need to review your suitability for the role or how you perform your duties.

You can view Atlantic Data's Privacy Policy [Here](#).

Our Code of Conduct requires all staff to declare if they have any potential conflicts of interest. If you complete a declaration, the information will be held on your personnel file.

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 5 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the campaign.

Equal opportunities information is retained for 6 months following the closure of the campaign whether you are successful or not.

If a recruitment consultant has been involved in the employment process they will provide us with management information about our recruitment campaigns. This is anonymised information which tells us about the effectiveness of campaigns, for example, from which source did we get the most candidates, equal opportunities information for monitoring purposes. This anonymised information will be retained for 6 years from the end of the campaign.

How we make decisions about recruitment?

Final recruitment decisions are made by hiring managers and members of our recruitment team. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to your contact within our recruitment team or by emailing [email address]

Use of data processors

Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Recruitment Consultants:

EAC sometimes use Recruitment Consultants to source candidates for jobs, you will provide the requested information to selected Recruitment Consultants who provide this service for us. Once you register and apply for a role they will hold the information you submit but EAC will have access to it.

If you require assistance with gaining access to the privacy notice of a recruitment consultant that you have submitted your information to, in the process of applying for a job with EAC please email us on enquiry@eac-ns.co.uk

Accountancy, Pension & Payroll Partner:

If you are employed by EAC, relevant details about you will be provided to DSA Prospect who provide Accountancy, Pension and Payroll Services to EAC. This will include your name, bank details, address, date of birth, National Insurance Number and salary.

Likewise, your details will be provided to DSA Prospect who are the administrators of the [Scheme Name] Pension Scheme, of which EAC is a member organisation. You will be auto-enrolled into the pension scheme

The DSA Prospect Privacy Policy can be found [Here](#) (Missing Link at Present).

Links to other websites

www.eac-ns.co.uk contains links to other websites.

This privacy policy only applies to EAC and doesn't cover other organisations services and transactions that we link to. These partner organisations, have their own terms and conditions and privacy policies.

If you go to another website from a website of EAC, read the privacy policy on that website to find out what it does with your information.

Following a link to EAC from another website

If you come to EAC's Website from another website, we may receive information from the other website. We don't use this data. You should read the privacy policy of the website you came from to find out more about this.

Keeping your data secure

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit.

Any data you send is at your own risk.

We have procedures and security features in place to keep your data secure once we receive it.

Your rights

You can find out what information we hold about you, and ask us (Contact Information can be found here) not to use any of the information we collect.

If you've signed up for email alerts, you can unsubscribe or change your settings from the last email received at any time.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. This includes exchanging information with our suppliers for legal reasons.

We won't share your information with any other organisations for marketing, market research or other commercial purposes.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 28th March 2018.

How to contact us

If you want to request information about our privacy policy our contact details can be found on the 'Contact' Page of our website.

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