

1) Introduction

This privacy policy will explain how our Company Step Up (Housing, Employability & Community Support Services Ltd) uses the personal data we collect from candidates & visitors via the Company website.

The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

For the purposes of this privacy notices, references to “the Company”, “the Company”, “we”, “us”, “our” or “Step Up” refers to Step Up (Housing, Employability & Community Support Services) Ltd.

An edited version of this Privacy Policy is available on the Company website which is especially tailored for candidates when completing on-line forms. Candidates can view the full Privacy Policy by clicking on a link via the edited version on the website.

Candidate specific privacy information is listed separately below for clear definition and transparency.

Data Controller: Quality Manager, Step Up, Lock 9 Cottage, The Maltings, Falkirk, FK1 5BW.

2) What information does the Company collect?

As a Candidate:

Name, email address, phone number.

Address, work history, education and qualifications, PVG numbers, reference via our website and third-party job sites such as Indeed, Glassdoor.

Visitors

When using our website, we also record anonymised usage information to track website analytics. No personal information is identifiable through this process. You can read more about this [here](#).

3) How do we collect your data?

As a Candidate:

You directly provide Step Up with most of the data we collect. We collect data and process data when you:

- Complete an online contact form on our website.
- Complete a job application on our website.
- Complete and submit a job application directly or through a third-party job site.
- Contact us through Facebook.
- Email our Company.
- Use or view our website via your browser’s cookies.

4) How will we use your data?

As a Candidate:

Step Up collects your data so that we can:

- Process your general enquiry.
- Process your job application.
- Email you to discuss your application or enquiry.
- Call you to discuss your application or enquiry.
- Complete a background check if applying for jobs.
- Advertise job opportunities.

As a visitor:

If you agree, Step Up will share your data with our partner companies so that they may offer you their products and services, such as:

- Text Magic (SMS Marketing Service)
- HYPERREAL Group Ltd (Marketing Service)

5) How do we store your data?

As a candidate:

Step Up securely stores your data on our own dedicated HR drive only accessible to key personnel.

We store application forms for 6 months, for all candidates. These are kept on file for feedback, contact and monitoring purposes. We then shred printed applications forms and delete electronic copies from hard drives and email correspondence.

Should we wish to hold your details on file for future opportunities we will contact you by email to gain your express consent in order for us to retain your documentation.

As we receive Job Applications from many third-party job sites, we would encourage candidates to check the privacy policies of each of these sites.

6) Marketing

Who has access to data?

As a candidate:

The Company shares your data with third parties that process data on its behalf in connection with:

- PVG checks
- HR
- Meeting legal obligations

The Company will not transfer your data to countries outside the European Economic Area.

How does the Company protect data?

The Company takes the security of your data seriously. The Company has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the Director and Managers in the performance of their duties.

Where the Company engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and Company measures to ensure the security of data.

Visitors

If you have opted in to receive marketing communications from Step Up, we will send information about job opportunities at Step Up and updates about our service that we think you might like.

If you have agreed to receive marketing, you can always opt out at a later date. You have the right at any time to stop Step Up from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email info@stepupsupport.co.uk

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

You can find out more about Google Analytics [here](#).

How do we use cookies?

Step Up uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website.
- Track referrals from social media platforms

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality – Step Up uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies?

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

The Step Up website contains links to other websites. This privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

7) What are your data protection rights?

Step Up would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

You can:

access and obtain a copy of your data on request.
require the Company to change incorrect or incomplete data.
require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Director.

Email: info@stepupsupport.co.uk

Phone: 01324 465000

Post: Step Up, Lock 9 Cottage, The Malting, Falkirk, FK1 5BW.

If you believe that the Company has not complied with your data protection rights, you can lodge a complaint with the Information Commissioner's Office (ICO).

Automated decision-making

Employment decisions are not based on automated decision-making.