

## GUIDANCE NOTES + PRIVACY NOTICE FOR APPLICANTS CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OFFICER

You should download an application form, the job description and person specification and any other supporting information which will assist you to complete your application from: [www.tchc.org.uk/about/job-vacancies](http://www.tchc.org.uk/about/job-vacancies)

**The Closing Date for the receipt of your application is: 9am Tuesday 8<sup>th</sup> October 2019**

**Interviews are scheduled to take place on: Thursday 17<sup>th</sup> October 2019**

You may return your application form by the following method:

- Email: [recruitment@tchc.org.uk](mailto:recruitment@tchc.org.uk)

### **Filling in the Application Form**

- You must complete all the parts of the application form.
- **We do not accept CVs** as a method of application and if you include one with your form it will be detached and excluded from the short listing process.
- Give full details of your duties in your present or most recent job.
- Do not miss out experience gained in previous jobs, but select the most relevant points. Also include details of any skills or experience gained from voluntary/community work.
- ***Write clearly in the 'Supporting Information' section how your experience, knowledge, skills and abilities demonstrate the 'essential' and 'desirable' requirements of the person specification.***

### **Short Listing**

When short listing, we will be looking for evidence that you have the right skills as detailed in the job description and person specification. You will only be asked to an interview if it can be ascertained at short listing that you have clearly shown you satisfy the requirements of the job description and person specification in competition with other candidates.

### **The Recruitment Process**

- All offers of employment are conditional - subject to the receipt of two satisfactory references.
- Under the Asylum and Immigration Act, we are required to ensure that anyone taking up employment at The Children's Hospital Charity has the legal right to work in the UK. Therefore all offers of employment are subject to the successful applicant being able to provide original evidence to support their entitlement to work in the UK prior to taking up employment.
- We assume that your preferred method of communication in relation to your application is via phone and email.
- Unfortunately we are not able to reimburse for travel expenses.

We wish you every success with your application and if you have any informal queries about this post please contact the recruiting manager:

Suzanne Jenkin  
**Head of Fundraising Support**

Phone: 0114 321 2480  
Email: [suzanne@tchc.org.uk](mailto:suzanne@tchc.org.uk)  
Issued: Sept 2019

## PRIVACY NOTICE FOR JOB APPLICANTS AT THE CHILDREN'S HOSPITAL CHARITY

### 1 About this statement

The Children's Hospital Charity (TCHC) is committed to protecting the privacy and security of personal information. This privacy statement sets out:

- what personal data TCHC processes about its job applicants, employees, workers and contractors, the reason it processes that personal data, its legal basis for processing that personal data, and how long it will process it for;
- who to contact in the event that you have any queries relating to your personal data;
- who TCHC may share staff personal data with;
- the extent to which TCHC transfers staff personal data outside the European Economic Area;
- the extent to which TCHC uses staff personal data to carry out any automated decision making with a legal or similarly significant effect on that individual; and
- what rights you have in relation to your personal data, and how to exercise them.

Where we refer to "you" or "your", we are referring to you as a member of staff of TCHC.

This privacy statement applies to current and former employees, workers, contractors and volunteers. This privacy statement does not form part of any contract of employment or other contract to provide services and we may update this privacy statement at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

### 2 Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

### 3 Contact Details

We have included below details of who to contact in the event that you have any queries relating to your personal data.

#### 3.1 **Data controller, address and registered number:**

We, **The Children's Hospital Charity** are the data controller.

We are a limited company registered in England under company number 1224751, with our registered office is at Western Bank, Sheffield, S10 2TH.

Contact: [support@tchc.org.uk](mailto:support@tchc.org.uk); 0114 271 7203.

**Our Data Protection Officer:**

You can contact the data protection officer via telephone on 0114 271 7203, by email on support@tchc.org.uk or by mail for the attention of the data protection officer at the address above.

#### **4 Processing of personal data**

4.1 **Please find attached at Schedule 1 details regarding the data to be processed, the purpose for which the personal data are intended to be processed, our lawful basis for processing, and how long we keep the personal data.**

4.2 Where multiple retention periods apply to one category of data, the retention period will be the longest one (although we will stop using that category of data when the retention period for that purpose expires).

4.3 With regards to the items processed on the lawful basis of our legitimate interests, you may have the right to object to such processing. To exercise your right to object, please see the section titled "Your rights" below. Note however we may not honour your objection where we require that personal data to bring or defend a legal claim.

#### **4.4 Persons with whom we may share you data:**

In general, access to your personal data will be restricted to those who have a need to access it in order to carry out their duties (for example but not limited to, our HR, Payroll and Management team).

However, we will also share your personal data with the following external third parties in some circumstances:

- TCHC subsidiaries;
- regulators and government authorities such as HMRC or the police, if we are required to do so by law or if the regulator or authority requests it and we regard that request as reasonable;
- our insurers, legal advisers or other third parties who need access to it in the context of managing, investigating or defending claims or complaints;
- a potential purchaser of TCHC or one of its subsidiaries or parent companies for which you work, or partially work;
- Organisations (for example third-party service providers) that process your data on our behalf and are not allowed to use your data for any other purpose.

#### **5 Transfers outside of the EEA**

In certain limited circumstances, we may export personal data outside of the European Economic Area for processing, and we may use third party service providers who do the same.

We only do that if there is a good reason to do it and where adequate safeguards (such as the appropriate contractual arrangements with suppliers, or adequacy decisions, depending on the destination country) are in place.

#### **6 Your rights (with effect from 25 May 2018)**

The law gives you certain rights in respect of the personal data that we hold, which you should be aware of:

6.1 You have the right to obtain your personal data from us except in limited circumstances. Where we provide it, the first copy will be free of charge, but we reserve the right to charge a small fee for additional requests;

- 6.2 You have the right to require us to rectify any inaccurate personal data we hold concerning you;
- 6.3 Taking into account the purposes of the processing, you may also have the right to have incomplete personal data completed, by means of providing a supplementary statement or otherwise;
- 6.4 You have the right to require us to erase your personal data on certain limited grounds (including where they are no longer necessary for the purpose for which they were collected or where you withdraw your consent **and** there is no other legal ground for the processing);
- 6.5 Where we process personal data either on the basis of consent or contractual necessity, you provided the personal data to us, and we process that personal data by automated means, you have the right to require us to give you your data in a commonly used electronic format;
- 6.6 You have the right to object to our processing of personal data which we process on the grounds of our legitimate interests, although we do not always have to honour your objection – we can refuse to cease processing where we have a compelling legitimate ground that outweighs your interests, or if we need the data to bring or defend a legal claim;
- 6.7 You have the right to require us to restrict the processing of your personal data on certain grounds, including where:
  - (a) you contest the accuracy of the personal data and want us to restrict processing of your personal data while we verify its accuracy;
  - (b) the processing is unlawful, but you request a restriction of the processing rather than erasure;
  - (c) we (as controller) no longer need the data for the purposes of the processing, but you have told us you require us to retain that personal data for you to establish, exercise or defend legal claims; or
  - (d) you have objected to us processing your personal data on grounds of legitimate interests and want us to restrict processing of your personal data while we consider your objection.

If you would like to exercise any of these rights, please contact [us OR the data protection officer] using the details set out at the top of this notice.

## **7 If we can't remedy an issue you have**

Should you have any complaints or issue with our treatment of your personal data, you may lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk>).

## **8 Changes to this privacy notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## SCHEDULE 1

HR Function – Employees	Where Collected From	What Data Collected	What Used For / Purpose	Legal / Lawful Basis For Processing	Policy for Time for Deletion / Retention
Recruitment	Electronic Application Forms	Word Document Application Form – <b>Personal Data</b> – name, address, NI number, contacts details, personal history, work experience,	Selection of Candidates for Recruitment	Legitimate Interest of Charity	Unsuccessful candidates stored for Six Months after selection / interviews
				Legitimate Interest of Charity	Successful Candidates form stored on server while employee and for seven years after leaving employment
				Legitimate Interest of Charity	Unsuccessful applicants - Physical copies of application held for six months then securely shredded. Successful applicants into physical HR file for life of employee and then archived for seven years, then securely Word Document Application Form shredded.
Appointment	Email References sent to Line Manager	Letters / References etc	Selection of Candidates for Recruitment / Contract with Candidate	Legitimate Interest of Charity	Successful applicants into physical HR file for life of employee and then archived for seven years, then securely shredded.
				Legitimate Interest of Charity	Successful Candidates form stored on server while employee and for seven years after leaving employment
Pre Start Health Screening	Online Forms Collected from	Name / Email Address / Health Questionnaire Responses – Personal Sensitive Data	Occupational Health Screening for the purpose of preventative or occupational medicine, for the assessment of the working capacity of the employee.	Comply with Legal Obligation	See Cohort System Supplier Privacy Notice
DBS Check /	Hardcopy Document	ID Documents – Passports /	Safeguarding Compliance with SCHNHSFT Policy	Comply with Legal Obligation	Successful applicants into physical HR file for life of employee and then archived for seven years, then securely shredded.
	Scan of Documents		Safeguarding Compliance with SCHNHSFT Policy	Comply with Legal Obligation	Successful Candidates form stored on server while employee and for seven years after leaving employment
	DBS Check	Personal Date	Safeguarding Compliance with SCH NHS FT Policy	Comply with Legal Obligation	See Supplier Privacy Notice
Right to Work in UK	Hardcopy Document	ID Documents – Passports	Legal Duty	Comply with Legal Obligation	Successful applicants into physical HR file for life of employee and then archived for seven years, then securely shredded.