



Jumar and your data

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Introduction

Jumar Solutions Ltd (“Jumar”, “us” or “we”) is committed to delivering first class services to candidates like yourself. We aim to:

- offer high quality vacancies with reputable organisations;
- match you with the right opportunities;
- guide you through the recruitment process; and
- once placed, ensure the match is a success for all parties.

To do this, we need to know about you and your work history and other details about you. We need to use this personal information so that we can offer you the best service possible. This document sets out exactly what we do with your data.

We hope this document demonstrates that Jumar does its utmost to keep your data safe and secure. However, if you have any concerns, please contact your Jumar representative who can answer any questions you may have.





Jumar as Data Controller

Jumar operates under all applicable laws and regulations, as amended or updated from time to time, in the United Kingdom relating to data protection, the processing of personal data privacy and electronic communications, including without limitation, (a) the Data Protection Act 2018; and (b) the UK General Data Protection Regulation (Retained Regulation (EU 2016/679)).

For the purposes of the regulations detailed above, the Data Controller is Jumar Solutions Limited (Company No: 02333415) of Jumar House, Pinewood Business Park, Coleshill Road, Solihull, West Midlands B37 7HG. We operate as a data controller of candidate personal data under the legislation which means that we are responsible for the reasons under which we hold and use your personal information. This document is intended for individuals applying for work with us as a candidate. It makes you aware of how and why your personal data will be used, and how long it will usually be retained for. It provides you with certain information that must be provided under the legislation, including information about your rights in respect of your personal data.

Data protection principles

We will comply with data protection law and principles, which means that your data will 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; and
- kept securely.

We are committed to presenting candidates with attractive and relevant opportunities with organisations that we consider will be relevant to your career aspirations. In order to achieve this, it is necessary for us to process information about you from various sources. We will only ask for and use information about you that is necessary for us to provide you and our clients with the very best levels of service. There may also be a need, in providing recruitment services, for us to provide information to carefully selected suppliers and other third parties in order to meet our contractual and legal obligations (further details about this later). Our commitment to you is that we will only process your personal data to the extent required in order to meet these objectives.



How do we collect your data?

For the main part, the data that we process about you comes from you directly when you provide us with your CV or we receive your CV through a job board to which you have subscribed and to whom you have given permission that we receive this information. For example, we use boards like Jobsite, Jobserve, LinkedIn and TotalJobs.

However, we may receive personal data about you from other sources such as:

- referees may disclose personal information about you in the course of providing a professional or personal reference;
- if our client asks us to carry out a credit and/or background check on potential candidates, we will use third party credit reference agencies (based in the UK) for this purpose where relevant to your application;
- if our client asks us to carry out an ID verification and background check on potential candidates, we will use third party ID verification and screening companies (based in the UK) for this purpose where relevant to your application or to corroborate information you give us directly;
- if our client asks us to carry out a criminal record check, we will use a criminal record checking organisation (based in the UK) to obtain information in respect of any criminal convictions, where relevant to your application or to a particular role;
- we also use LinkedIn and other professional networking sites to search for candidates. Again, we can only see your profile if your privacy setting has allowed it;
- we may also occasionally send out optional surveys to collate additional information including anonymous diversity and inclusion data, candidate satisfaction and engagement surveys.

Third party tools may be used to search these and additional job boards, under terms agreed to by the candidate when signing up to a particular job board. We do not purchase mass mailing lists.





Under what legal basis do we use your data?

Under the legislation we need to inform you about the legal basis adopted for processing your data. We primarily rely on “legitimate interest” as our legal basis. This means that it is in both our interests to process your data, but you still have a final say over it. In other words, you can tell us to amend it, stop processing it, or remove it and we will comply (unless there’s any legal or compliance reason why we can’t).

It is in our legitimate interests to decide whether to contact you about particular roles and/or forward your application to appropriate clients and assist in taking your application forward. This is because it is beneficial to our business to recommend suitable and appropriately qualified candidates to our clients, and to help match our candidates to appropriate roles that are relevant to the candidate’s wishes.

With your permission, we may also provide a prospective employer or client with information you have provided to us (for example, the results of skills tests) or to confirm your references, qualifications and criminal record, where this is appropriate and in accordance with applicable laws.

We may also contact you more generally to discuss and align your employment needs and career development with opportunities we can present you with and relevant information and articles we can provide to you. This is because it is in our legitimate interests to ensure that our candidates are offered relevant, appropriate opportunities which correspond with their own career aspirations.

We may also from time to time provide the opportunity for you to contribute to interactive services such as surveys or social media content. This allows us to differentiate ourselves as a recruitment provider and compete within our market and is therefore within our legitimate interests to process your data in this way. We will always check beforehand that you are happy for us to use your data in this way. Please see the sections below on your rights for further details.

If we place you in a role, our legal basis to process your data will shift to a contractual basis. We may then process your personal information for the purposes of entering into or performing a contract of employment or contract for services surrounding your placement.

Further information is below but generally, we use your personal data for the following purposes:

- to assess your skills, qualifications and suitability for applicable roles;
- to carry out background and reference checks (where applicable);
- to communicate with you about the recruitment process and roles which may be relevant or of interest to you;
- to keep records relating to our hiring processes;
- to analyse and take steps to improve the services we provide to our candidates; and
- to comply with legal or regulatory requirements.

If you cannot provide any relevant data

If you fail to provide information when requested, which is necessary for us to consider or progress your application (such as evidence of qualifications or work history), we may not be able to progress your application successfully or recommend you to our full range of clients. For example, if one of our clients requires that employees are subject to a credit check or references for a particular role and you fail to provide us with relevant details (or your consent to do these things), we may not be able to take your application further.



What data do we process?

General personal data

Depending on the relevant circumstances and applicable legal and contractual requirements, Jumar may collect, store and use some or all of the information listed below to provide you with candidate services:

- Title
- Name
- Address
- E-mail address
- Home phone number
- Mobile phone number
- Age/date of birth (in certain circumstances)
- Gender
- Employment preference (contract/permanent)
- Preferences in terms of employment location
- Information you have provided in your curriculum vitae and covering letter
- Information you have provided on your application form
- Current employer
- Current job title
- Employment history
- Qualifications
- Any information you provide to us during an interview or communications with us
- Whether you drive
- Whether you opt out of email shots
- Whether your identity had been verified with passport
- Current and desired rates/salary
- Visa needed (if applicable)
- Work permit data (if applicable)
- Skill sets
- Referee details
- Emergency contacts and details of any dependants
- Whether you want to work via your own Limited company or via an umbrella/payroll company (if applicable)



If we place you successfully as a contractor, there may be more information we need to collect, use, and process. This may include financial information such as bank account details so that we can make payments to you. However, any such additional required information will be discussed with you at the necessary stage.

If we place you in a permanent role, we will continue to hold data about you in combination with the company where you have been placed – as explained later in this document.

CV

When you provide us with a copy of your CV, this is automatically parsed by our systems so that we collect the right information for our database, but our systems do not undertake “intelligent” decision making. It is always a person who looks at your CV, not a machine (i.e. you will not be subject to decisions that will have a significant impact on you based solely on automated decision-making).

Passport

We are legally obliged to verify your identity as soon as we place you for a role and to verify your right to work. This will typically be done by receiving a copy of your passport from you, which will be stored securely within our database.

Contact history

During the process of finding a position for you, we will contact you at various stages. All information about this contact is stored by us. For example, the email we might have sent you or the fact that we called you along with a summary of that call will be recorded.

We do not record audio conversations unless explicitly stated up front and only with your permission.

References

For all positions, we will check references. This is always at the point of job offer. These will be the referees that you have provided and only after consulting you. We will not contact your current employer in any circumstances unless you have given your current employer as reference and have given us clear consent to do so.

Further background checks

In some situations, at the offer stage we are required to carry out further background checks – be it criminal records, identity checks, address checks, work visa or financial probity. This is done for certain positions because the law requires us to do so or because the company that offers the position has asked us to do so. Again, we will always inform you up front that we will be carrying out these checks and obtain your consent.

For criminal records, we will ask you to use an external provider which provides criminal records disclosure services and we usually ask for a basic disclosure – this means that it discloses any unspent convictions you may have. We will ask you to forward the certificate that you will receive from this service and we will store it with your records.

For other background checks, we tend to use on-line services like Trust On-Line (based in the UK) - or others based in the UK - or Government sites for work visa checks, and we will inform you of any irregularities. We will store the results of these in line with our legal obligations and audit purposes by our clients.



Sensitive personal data

We may collect, store, and use the following types of more sensitive personal information which falls into the category of “special categories” of personal information:

- Anonymous data may be collected in respect of diversity and inclusion monitoring (with participation being optional) including age range, any disabilities, ethnicity, religious beliefs and sexual orientation.
- Information about your health, including any medical conditions, health and sickness records; and
- Information about criminal convictions and offences.

We will only use your sensitive personal information in the following ways:

- We will use information about your disability status 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 will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual orientation, only to ensure meaningful equal opportunity monitoring and reporting; and
- We may need to process information about criminal convictions where we have been asked to do so by our clients, or where a particular role requires a criminal record check. Where this is the case, we will collect information about your criminal convictions history if we or our client would like to offer you the position. We may be required by our client to carry out a criminal record check in order to confirm that there is nothing in your criminal convictions history which makes you unsuitable for a particular role. We have in place appropriate safeguards which we are required by law to maintain when processing such data.

For additional data we may collect, store and use about you as a website user, please refer to our website privacy policy which can be found at <https://www.jumar.co.uk/privacy-policy/>



What do we do with your data?

If you apply for a position - either via the job boards or via our own website, the data enters our pre-screening system (currently a system called Idibu). This is a temporary store, from which the recruiter reviews your CV. This is done manually. At this stage you receive an email which indicates that we have registered your interest in the vacancy and a link to this document. Emails from Idibu may contain basic tracking functionality which report how many messages have been opened, but do not track which individuals did so.

If we contact you because we have matched the required skills with your skills on a particular job board via LinkedIn or via any of our sourcing tools, we will temporarily enter your details into our recruitment database. This is the case regardless of whether we manage to reach you or not. We do this so that we have a record of having attempted to contact you and if you return the call, we can find the reason we called you in the first place. As soon as we speak to you and you are positive about us taking the opportunity further, or remaining on our database for future opportunities, we will update your record and continue to hold your data to allow us to provide a service to you. If, however, we do not manage to contact you (i.e. only left messages with no reply) we will remove all your data from our database.

If you proactively send us a CV via our website, we will contact you to discuss your situation further, and your data will be stored. If we cannot contact you, then your data will be deleted.

We do not store data for any other reason than trying to offer the best service to you. We use it to match you with vacancies that our corporate customers have asked us to fill. In most cases this will be the specific vacancy for which you applied, but it may also relate to others. This matching is always carried out by a 'real' person.

If there is a match between a vacancy and your skill set, we will contact you to see whether you are interested to proceed further. In this case, we will request your permission to forward your details to the company offering the vacancy. They will only use that data for their own assessment.

If we place you as a contractor with a client, we will set up a payment process – either through an umbrella company or direct to your Personal Services Company. This does mean we will share payment details with our bank or the umbrella company. Furthermore, we are also obliged as a recruitment agency to provide data to HMRC for all candidates that are working for us but not directly on our payroll. Your inclusion on this report depends on several factors (who we place you with, whether you work through an umbrella company, etc). However, we will always inform you at the start of the placement whether you are included in this report. If the match is not successful, either at the outset or at some point within the process, we will contact you to see what next steps should be undertaken.

In all cases, we will keep a record of all contact with you – whether it is through mail, text, messaging, or via a phone call. In the case of the latter method, it would be a note that a call has been made and a summary of what was discussed. We generally only contact you if we feel we have a genuine opportunity for you.



Sharing your personal data

We will never sell your data to any third parties.

We will only share your data with clients offering the vacancy (with your permission) and our service providers, who we monitor and regulate carefully. We will also share data when:

1. Required by any regulatory bodies to comply with our legal and regulatory obligations;
2. Responding to court orders, or legal process, to establish or exercise our legal rights or, defend against legal claims and if in our judgement in such circumstances, disclosure is required or appropriate; or
3. Necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, harm or threats of harm to any person or property of Jumar.

Where appropriate and in accordance with data protection laws, we may share your personal data with the following third parties:

1. Any of our group companies which are: Jumar Solutions, Jumar Technology, Jumar Holdings, Jumar Solutions Australia Pty Ltd (only for vacancies specific to Australia);
2. Tax, audit, or other legal, governmental or regulatory authorities based in the UK, when we believe in good faith that the law or other regulation requires us to share this data (for example, because of a request by a tax authority or in connection with any litigation, anticipated or actual);
3. Third party service providers who perform functions on our behalf (including external consultants, business associates and professional advisers such as lawyers, auditors and accountants, technical support functions and IT consultants carrying out testing and development work on our business technology systems) who will act in line with the legislation;
4. Third party outsourced IT and document storage providers where we have an appropriate processing agreement (or similar protections) in place;
5. Third parties who we may retain to provide services such as reference, qualification and criminal convictions checks, to the extent that these checks are appropriate and in accordance with local laws;
6. If we or any of our affiliates merges with or is acquired by another business or company in the future, (or is in meaningful discussions about such a possibility) we may share your personal data with the (prospective) new owners of the business or company but will implement appropriate technical and organisational measures to protect any data that is shared (such as anonymization and the imposition of binding confidentiality obligations where appropriate)

If you would like further information about the specific identities of the third parties listed above, please contact us at the following email address: privacy@jumar.co.uk.

We may use your data for anonymous reporting or internal analysis from time to time. For example, we might track how long it takes us to fill a vacancy or we might report to a customer that we have looked at a particular number of CVs. In these cases, your data will not be able to be traced back to yourself because it will have been anonymised.



Data Security

We are accredited to the international information security standard, ISO27001 and the UK Government-backed Cyber Essentials Plus certification and 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 also put in place 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.

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.

International Data Transfer

We will only transfer data outside the UK where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, for example:

1. By way of data transfer agreement, incorporating the current standard contractual clauses approved by the UK Government for the transfer of personal data by data controllers in the UK to data controllers and processors in jurisdictions without approved data protection laws; or
2. By transferring your data to a country whose data protection laws have been found to be adequate by the UK Government; or
3. Where you have expressly consented to the data transfer (having been informed of any relevant risks involved).

Please contact us if you would like further information about the specific mechanism used by us when transferring your personal data outside of the UK.



How long do we keep your data?

How long we keep your data depends on several factors. The table below shows the different situations and our retention policy:

Service provided	Data Retention period
We have placed you at a client as a contractor	<p>We hold your information for 6 years after the end of the contract. This is a legal obligation we have. However, we will restrict it to the bare minimum that we need to keep satisfying the legal obligation.</p> <p>We may keep the data longer if there has been meaningful contact¹ between you and us. In this case we extend by 2 years from the last date of contact.</p> <p>For example: We placed you as a contractor and your contract ran till December 2022. We are then legally obliged to keep your data until December 2028. Throughout that period, we would try to offer you other opportunities. If by 2028 you tell us that you still find it beneficial to be informed of opportunities, we will extend the retention period for 2 years.</p>
We have placed you at a customer as a permanent employee	<p>We hold your information for 6 years after we have successfully placed you. This is a legal obligation we have. However, we will restrict it to the bare minimum that we need to keep satisfying the legal obligation.</p> <p>We do not routinely, regularly contact candidates that have been placed into permanent positions as we do not feel it is appropriate. It would be unlikely that we would extend this period beyond the 6 years. If we do so, it would be after we had contact with yourself.</p>
We have matched you to a vacancy, but you were not successful (at one of the various stages)	<p>We discuss the further options with you. If you respond positively, we will keep your data on our system whilst we search for opportunities for you.</p> <p>Thereafter, if we had no meaningful contact with you for 2 years, we will remove your data within a reasonable period of time.</p> <p>If you indicate that you do not want any further contact – either straightaway or at any point in the future, we will remove your details.</p>

¹ Meaningful contact is defined as either you or we initiate a contact and getting a response from the other party. It does not include unanswered mails, job alerts or unreturned voicemail messages.



How can you access or update your data?

You may ask us to confirm what information we hold about you at any time, and to provide a copy of the personal data we hold. In order to process your request, we may need to verify your identity and ask for additional information regarding your request. If we provide you with access to the information we hold about you, we will not charge you for this unless your request is "manifestly unfounded or excessive". If you request further copies of this information from us, we may charge you a reasonable administrative fee where legally permissible. Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will inform you of our reasons for doing so.

You have the right to request that we rectify any inaccurate or incomplete personal data that we hold about you. If we have shared this personal data with third parties, we will notify them about the rectification and ask them to rectify their records unless this is impossible or involves disproportionate effort. Where appropriate, we will also tell you which third parties we have disclosed the inaccurate or incomplete personal data to. Where we think that it is reasonable for us not to comply with your request, we will explain our reasons for this decision.

How can you delete your data or restrict processing?

If you wish us to delete your data, please contact your Jumar representative in the first instance, or alternatively send a mail to **privacy@jumar.co.uk**. We will try to respond as quickly as possible, but at a maximum, within 4 weeks. We will delete all data pertaining to yourself except for data that we are legally obligated to keep. For example, if we have placed you as a contractor 2 years ago, and you ask us to delete your data we won't be able to delete details regarding your placement. In this case we will contact you to discuss exactly what will be deleted and what will remain.

We may also keep your name and the bare minimum of contact details so that we do not contact you or re-enter your details inadvertently in the future.

You also have the right to restrict the processing of your data. This would mean that we do keep your data but that we do not send you any further mails or contact you in any way. This can again be done by sending a request to your Jumar representative or to **privacy@jumar.co.uk**.

We will put a flag on your account to indicate that you should not be included in any communications, including email listings, reporting, etc. After two years we will delete the data as per our retention policy.



Your further rights

Under the legislation, you have certain other rights as a data subject in addition to those mentioned above which are as follows:

- **Right to erasure**

You have the right to request that we erase your personal data in certain circumstances. Normally, a valid request must meet one of the following criteria:

- The data is no longer necessary for the purpose for which we originally collected and/or processed it;
- You have withdrawn your consent to us processing your data, and there is no other valid reason for us to continue processing;
- The data has been processed unlawfully (i.e. in a manner which does not comply with the legislation);
- It is necessary for the data to be erased in order for us to comply with our legal obligations as a data controller; or
- For any processing carried out for our legitimate interests, you have objected to the processing and we are unable to demonstrate overriding legitimate grounds for our continued processing.

We are legally entitled to refuse to comply with your request where our continued processing is necessary for one of the following reasons:

- to exercise a right of freedom of expression and information;
- to comply with legal obligations or for the performance of a public interest task or exercise of official authority;
- for public health reasons in the public interest;
- for archival, research or statistical purposes; or
- to exercise or defend a legal claim.

When complying with a valid request for the erasure of data we will take all reasonably practicable steps to delete the relevant data.

- **Right to withdraw consent**

Where you have provided your consent for us to process your personal data for certain activities (for example, to contact you about potential roles that may be of interest to you, or for marketing activities), you may withdraw this consent at any time and we will cease to carry out the specific activity that you previously consented to unless we consider that there is an alternative reason to justify our continued processing of your data. If this is the case we will inform you of the reason(s) for our continued processing. If you have posted your CV or other related personal information publicly on a job board or professional networking site, we understand that you have given your consent via your application on the job board or networking site us to collect and otherwise use your personal data in order to contact you to offer or provide recruitment services to you. We will review your publicly posted information to assess your skills, qualifications and other relevant information provided in relation to the vacancies we are sourcing candidates for. If we consider you may be suitable for a potential role, we will share your information with prospective employers, but we will never pass your details to a prospective employer without your explicit consent.

- **The right to be informed**

This is addressed within this document which seeks to give you information about how your personal data is collected, used, stored and processed.



- **The right of data portability**

If you wish, you have the right to ask us to transfer your personal data between data controllers. To allow you to do so, we will provide you with your data in a commonly used machine-readable format that is password-protected so that you can transfer the data to another provider. Please note that this right of data portability does not apply to all data we hold about you, but applies to: (i) personal data that we process automatically (i.e. without any human intervention); (ii) personal data provided by you; and (iii) personal data that we process based on your consent or in order to fulfil a contract.

- **The right to object**

Data Protection Regulation states that we can process your data where it *"is necessary for the purposes of the legitimate interests pursued by [us] or by a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of [you] which require protection of personal data."* The activities identified above are undertaken for our legitimate interests to help us to provide you with a professional, personalised, and effective service. You do, however, have the right to object to us processing your personal data on this basis. If your objection relates to us processing your personal data on the basis of legitimate interests, we must act on your objection by ceasing the activity in question unless:

- we can demonstrate that we have compelling legitimate grounds for processing the data which overrides your interests; or
- we are processing your data for the establishment, exercise or defence of a legal claim.

If you feel that we are not abiding by regulations or by this Policy, we would ask that you contact us first to discuss your concerns and to see whether we can rectify them.

- **The right to lodge a complaint with a Supervisory Authority**

You also have the right to lodge a complaint with your local supervisory authority, which in the UK is the Information Commissioner's Office.

If you wish to exercise any of your rights, please contact your Jumar recruiter or send an email to privacy@jumar.co.uk.

Any further questions?

We hope this document has given you a good understanding of what we do with your data, where it is stored and how long for. We value your privacy and will do our utmost to protect your data. If you have any further questions regarding any aspect of this document (or any other questions about our service for that matter) please contact your Jumar recruiter or send them to privacy@jumar.co.uk.