



## **Healthcare Solutions Services Ltd. Privacy Policy**

Healthcare Solutions Services Ltd. ("we") are committed to protecting the privacy of our candidates, clients and users of our website.

Our business is to provide healthcare recruitment expertise to both the public and private sectors. To do this, we must collect and process personal data (including sensitive personal data). This includes personal details you provide to us directly via registration forms, email, phone, CVs, and other correspondence. We also collect data ourselves from other sources, such as jobs portals, online profiles, job networking sites, referrals or social media pages.

This Privacy Policy forms part of Healthcare Solutions Services Ltd.'s obligations to be open and fair with all individuals whose personal data we process and to provide details around how we process such personal data and what we do with it.

We are committed to safeguarding the privacy of personal data and complying with the UK Data Protection Act 1998, the European General Data Protection Regulation 2016/679 ("GDPR"), and all other applicable legislation on data protection.

### **What kind of personal data do we collect?**

#### Candidate Data

To provide the best possible employment opportunities that are tailored to you, we need to process certain information about you. We only ask for data that we require to assist you in your recruitment needs, for example: your name, age, contact details, education details, employment history, emergency contacts, immigration status, where appropriate and in accordance with employment and contractual requirements. We may also collect sensitive personal data information, such as: your health, racial or ethnic origin, sexual orientation or details of any criminal convictions.

#### Client Data

We need to collect and use information about you, or individuals at your organisation, in the course of providing you services.

#### Supplier Data

We need contact details of relevant individuals at your organisation so that we can communicate with you. For more information as to how we process supplier data, please refer to contractual clauses.

### 3rd Party Data

We also collect data that relates to third parties such as emergency contacts and referees.

Depending on the type of personal data in question and the grounds on which we may be processing it, should you decline to provide us with such data, we may not be able to fulfil our contractual requirements or, in extreme cases, may not be able to continue to provide services to you.

### Website Data

We may also collect and process data about you when you visit our website.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to collate aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. You may refuse to accept cookies by activating the setting on your browser. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you access our site.

When you report a problem with our site we may keep a record of that correspondence.

### **How do we use your personal data?**

#### Candidate data

The main reason for using your personal details is to help you find employment. The more information we have about you, your skills and your career ambitions, the better we can make our service to you. Where appropriate and in accordance with local laws and requirements, we may also use your personal data for things like marketing, profiling and diversity monitoring. Where appropriate, we will seek your consent to undertake some of these activities. We may also need to use your data for our internal administrative activities, like payroll and invoicing where relevant.

#### Client data

The main reason for using information about Clients is to ensure that the contractual arrangements between us can properly be implemented. This may involve identifying Candidates who we think will be the right fit for you or your organisation or providing a managed service. We may also use your data to pursue a relationship in order to provide our services.



### Supplier data

The main reasons for using your personal data are to ensure that the contractual arrangements between us can properly be implemented, and to comply with legal requirements.

### Third Party data

We use referees' personal data to help our Candidates find employment which is suited to them. If we are able to verify their details and qualifications, we can make sure that they are well matched with prospective employers. We may also use referees' personal data to contact them in relation to recruitment activities that may be of interest to them. We use the personal details of a Candidate or Staff member's emergency contacts in the case of an accident or emergency affecting that Candidate or member of staff.

### Website data

We use your data to help us improve your experience of using our website, for example by analysing your recent job search criteria to help us to present jobs to you that we think you'll be interested in. If you are also a Candidate or Client of Healthcare Solutions, we may use data from your use of our websites to enhance other aspects of our communications with, or service to, you.

Cookie file which is stored on the hard drive of your computer helps us to improve our site and to deliver a better and more personalised service. Cookies enable us to estimate our audience size and usage pattern, to store information about your preferences, and so allow us to customise our site according to your individual interests, to speed up your searches and to recognise you when you return to our site.

We also use the website data to ensure that content from our site is presented in the most effective manner for you and for your computer.

## **Who do we share your personal data with?**

### Candidate Data

We may disclose your data to third parties who assist us in processing your information as well as prospective employers or clients for the purpose of recruitment.

### Client data

We will share your data primarily to ensure that we provide you with a suitable pool of Candidates or to provide you with a managed service. We may share your information with any of our group companies and associated third parties such as our service providers to help us meet these aims.



### Supplier Data

Unless you specify otherwise, we may share your information with any of our group companies and associated third parties such as our service providers and organisations to whom we provide services.

### 3rd Party Data:

We may share your information with any of our group companies and associated third parties such as our service providers and organisations to whom we provide services.

### Website Data

We may share your information with providers of web analytics services, marketing automation platforms and social media services to make sure any advertising you receive is targeted to you.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **How do we protect your personal data?**

We care about the security of your personal information. We take all reasonable steps to ensure that your personal data is processed securely and prevent unauthorised access to, and misuse of your personal data.

### **How long do we keep your personal data for?**

If we have not had meaningful contact with you (or, where appropriate, the company you are working for or with) for a period of two years, we will delete your personal data from our systems unless we believe in good faith that the law or other regulation requires us to preserve it.

Under new data protection regulations (GDPR), we are required to keep the data we hold accurate and, where necessary, up to date. As such, we will make an effort to regularly communicate with you to ensure your data is up to date and accurate.

Whilst we will endeavour to permanently erase your personal data once it reaches the end of its retention period or where we receive a valid request from you to do so, some of your data may still exist within an archive system. While certain details may still exist on an archive system, this cannot be readily accessed by any of our operational systems, processes or staff.



## Your Rights

All data subjects have the following rights with regards to their personal data;

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

You may ask us to confirm what information we hold about you at any time, and request us to modify, update or delete such information. If you wish to access your data at any time, there will be no administration charge (unless the request is excessive) and the request should be fulfilled within 30 days.

If you have any questions with regards to our data protection policies, or with to exercise your rights as a data subject, with any comments or suggestions concerning this Privacy Policy please contact us via the methods listed here;

Write to us at;

Data Protection Officer,  
Healthcare Solutions,  
Ceme Conference Centre  
Marsh Way,  
Rainham,  
RM13 8EU

Email us; [enquires@healthcare-solutions.net](mailto:enquires@healthcare-solutions.net)

Or call us on 020 8596 5067 and ask for the Data Protection Officer

## Complaints

If you are unhappy with the way in which Healthcare Solutions Services Limited uses and processes your personal data, you can complain to the Information Commissioners Office (the supervisory authority that enforces data protection regulations in the UK).

The ICO can be contacted on 0303 123 1113 or you can contact by referring to their website at [ico.org.uk](http://ico.org.uk).