



## PRIVACY NOTICE

### General Data Protection Regulations

The Data Protection Act 2018 is the UK's implementation of GDPR and replaces the previous Data Protection Act 1998. It gives more rights to you as an individual and more obligations to organisations holding your personal data.

One of the rights is a right to be informed, which means we have to give you more information about the way in which we use, share and store your personal information.

Tercon Ltd is publishing a privacy notice so you can access this information, along with information about the increased rights you have in relation to the information we hold on you and the legal basis on which we are using it.

### How we use your information

This privacy notice tells you what to expect when Tercon Ltd collects personal information.

It applies to information we collect about:

- visitors to our websites;
- people who email us;
- job applicants and our current and former employees; and
- sub contractors and self-employed persons who work for the company

### Visitors to our website

Our website is hosted by Tricky Developments. No user-specific data is collected by either Tercon Ltd or Tricky Developments during your use of the website.

When someone visits our website we use a third-party service, Google Analytics, which collects standard internet log information and details of visitor behaviour patterns via cookies. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Data is collected when:

- The on-line enquiry form is completed and submitted
- No data is stored by the website server
- Your company details, name, email address, contact number and your enquiry are sent by email to Tercon.

Any details included in messages sent via the email system will be used for communication purposes only in order to respond to any request made.



Any messages from the website sent to us electronically are stored in a password protected system to which only company employees who are directly involved in the process have access.

We will not sell, distribute or lease your personal information to any third parties.

### **Your rights**

- You have certain rights under the Data Protection Act. We have given a summary of some of these rights and how to exercise them below and if you want more detailed information, we suggest you visit the website of the Information Commissioner's Office - [www.ico.org.uk](http://www.ico.org.uk)
- You have a right to request details of information which we hold about you. If you would like a copy of the information held on you then please contact us in writing at Tercon Ltd, Dean Road, Avonmouth, Bristol, BS118AT.
- You have a right to ensure that the information we hold about you is correct and complete. If you believe that any of the information we hold is incorrect or incomplete, please contact us and we will work with you to update the information promptly.
- You have a right to request that information we hold about you is deleted. If you would like personal information held about you deleted, please contact us in writing at Tercon Ltd, Dean Road, Avonmouth, Bristol, BS11 8AT

If you are concerned about how your information has been handled you have a right to complain to the Information Commissioner's Office - [www.ico.org.uk](http://www.ico.org.uk)

### **People who email us**

Tercon Ltd monitors 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.

### **Job applicants, current and former Tercon Ltd employees**

Tercon Ltd is the data controller for the information you provide during the process unless otherwise stated.

#### **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 do not have to provide what we ask for but it might affect your application if you do not.

## **Application stage**

As an employer, the Company needs to request, keep and process information about you for normal employment purposes. The information we hold and process will be used for management and administrative use. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with your employment contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

Much of the information we hold will have been provided by you but some may come from other sources, such as your manager, or in some cases, external sources, such as referees.

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.

The sort of information we hold will include your initial application form and references, your contract of employment and any amendments to it; correspondence with or about you (such as letters to you about a pay rise or, at your request, a letter to your mortgage company confirming your salary); information needed for payroll, benefits and expenses purposes; contact and emergency contact details; records of holidays, sickness and other absence; records relating to your career history, such as training records, appraisals, other performance measures and where appropriate, disciplinary and grievance records.

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 in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Where necessary, we may keep information relating to your health, which could include reasons for absence, GP reports and notes. The information will be used in order to comply with our health and safety and occupational health obligations in order to consider how your health affects your ability to do your job and whether any adjustments to your job might be appropriate. We will also need this data to administer and manage statutory sick pay.

You will be referred to in many company documents and records that are produced by you and your colleagues in the course of carrying out your duties and the business of the company. You should refer to the Data Protection Policy which is available in the Employee Handbook or, on request, from the HR department at Tercon Ltd, Dean Road, Avonmouth, Bristol, BS11 8AT.



We will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you. For instance, the company will need to pass on certain information to the company pension administrators for you to join the scheme.

### **Assessments**

Tercon Ltd might ask you to attend an interview. 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 Tercon Ltd.

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.
- We will contact your referees, using the details you provide in your application, directly to obtain references
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work.

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

### **Occupational Health**

As part of our recruitment process, we will ask you to complete health questions in the Company application form which will help to determine if you are fit to undertake the work that you have been offered.

Information you provide will be held by our HR department who will advise if further information is required from a health professional such as your GP. If you decline taking this process further, then this could affect your job offer.



The Company takes the health of employees very seriously and all employees complete an annual health self-assessment questionnaire throughout employment so that any health developments can be identified and dealt with accordingly.

Your completion and signed submission of the Company CV confirms that you agree to this term of employment.

### **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 6 years following the end of your employment. This includes your fitness to work records, records of any security checks and any references. Pension and medical records will be kept in accordance with legal requirements.

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, such as 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.

### **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 [admin@tercon.co.uk](mailto:admin@tercon.co.uk).

### **Sub-contractors and self-employed workers**

In the course of working for Tercon Ltd as a sub-contractor or as a self-employed person, the Company needs to ensure it complies with its legal and statutory duties for instance in relation to Tax, VAT and Health and Safety legislation.

As such, those employed on a self employed and sub contract basis may need to provide information of a personal nature such as National Insurance number, UTR number, VAT registration, address and emergency contact details.

In addition, when working on contracts for Tercon Ltd, you may be requested to provide details in relation to qualifications/competence, health and in the case of illness or an accident on site and emergency contact information.

Such information will be retained whilst your company or you as an individual remains as a Tercon Ltd approved sub contractor or self-employed person and for a period of 6 years following release from our approved lists.



## Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA), you have rights as an individual which you can exercise in relation to the information we hold about you.

You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

## Access to personal information

Tercon Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 2018. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Tercon Ltd for any personal information we may hold you need to put the request in writing addressing it to our HR department, or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the HR department.

## Disclosure of personal information

In most circumstances we will not disclose personal data without consent.

## Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 3<sup>rd</sup> November 2023.

## Complaints or queries

Tercon Ltd tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.



This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Tercon Ltd's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us via [hr@tercon.co.uk](mailto:hr@tercon.co.uk)

You also have the right to lodge a complaint to the Information Commissioner's Office if you believe that we have not complied with the requirements of the GDPR or DPA with regard to your personal data.

## **How to contact us**

Tercon Ltd is the controller and processor of data for the purposes of GDPR and DPA.

If you have any concerns as to how your data is processed you can contact:

Karen Beckett (Compliance Manager) via the following email address:

[hr@tercon.co.uk](mailto:hr@tercon.co.uk)

Alternatively, you can write to Karen Beckett (Compliance Manager), Tercon Ltd, Dean Road, Avonmouth, Bristol, BS11 8AT.