

# Privacy notice

## How we use your information

This privacy notice tells you what to expect when ST-FOUR collects personal information. It applies to information we collect about:

- visitors to our websites;
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry;
- people who use our services, eg who purchases software, hardware & services from us or who subscribe to our newsletter;
- people who notify under the Data Protection Act;
- job applicants and our current and former employees.

## Visitors to our websites

When someone visits [www.st-four.com](http://www.st-four.com) or [www.st-four.co.uk](http://www.st-four.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. 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. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Use of cookies by the ST-FOUR

You can read more about how we use cookies on our [Cookies page](#).

## E-newsletter

We use internally hosted software (SugarCRM) to deliver our monthly e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter.

## People who contact us via social media

We do not use any third party providers to manage our social media interactions.

If you send us a private or direct message via social media the message will not be shared with any other organisations unless you specifically ask us to.

## People who call us via telephone

When you call ST-FOUR we collect Calling Line Identification (CLI) information. We use this information to help improve its efficiency and effectiveness.

## **People who email us**

We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software using an internally hosted Anti-Spam system (SonicWall ESA). Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## **People who use our LiveChat service**

If you use our LiveChat service we will collect your name, email address (optional) and the contents of your LiveChat session. This information will be retained for 6 years and will not be shared with any other organisations.

You can request a transcript of your LiveChat session if you provide your email address at the start of your session or when prompted at the end.

## **People who make a complaint to us**

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do not compile and publish statistics showing information like the number of complaints we receive.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for 6 years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not, identify any complainants unless the details have already been made public.

## **People who use ST-FOUR services**

ST-FOUR offers various services to other organisations, these services may be direct with ST-FOUR or we may resell a third party organisations services & products.

We have to hold the details of the people & organisation who have requested any service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes.

Where ST-FOUR resells a third party organisations services & products we will provide the minimum amount of personal information to that 3<sup>rd</sup> Party in order to be able to process any request.

For example, we might use information about people who have requested to receive our Newsletter to carry out a survey to find out if they are happy with the level of service they received.

When people do subscribe to our free services, they can cancel their subscription at any time and are given an easy way of doing this.

When people do subscribe to any paid services we provide either directly or via a third party, they can apply to cancel their subscription at any time and are given an easy way of doing this however cancellation will be subject to the terms of the service or product contract.

## **Job applicants, current and former ST-FOUR employees**

ST-FOUR is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at [info@st-four.com](mailto:info@st-four.com).

### **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 don't have to provide what we ask for but it might affect your application if you don't.

## **Application stage**

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.

## **Shortlisting**

Our departmental managers shortlist applications for interview. They will be provided with your name and contact details.

## **Assessments**

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. 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 ST-FOUR.

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 2 years. 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.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- 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
- Membership of a Pension scheme – so we can send you a questionnaire to determine whether you are eligible to re-join your previous scheme.

## **Post start date**

Some roles require a higher level of security clearance – this will be clear on the advert. If this is the case, then you will be asked to submit information via a relevant Vetting process any Third Party Vetting service provider will be the data controller for this information and we will inform you of the details of this Third party in advance.

The Vetting service provider will tell us whether your application is successful or not. If it is unsuccessful, ST-FOUR will not be told the reason(s) why but we might need to review your suitability for the role or how you perform your duties.

## **Use of data processors**

ST-FOUR uses online recruitment agencies and Job sites to advertise for our vacancies and to find relevant Candidates apart from this ST-FOUR do not use Data processors or third parties to provide any element of our recruitment service for us.

## **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 criminal records declaration, fitness to work, records of any security checks and references.

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, for example interview notes, is retained by us for 6 months following the closure of the campaign.

## **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.

CEB online testing is marked and a result is generated automatically. However, if you wish to challenge the mark you have received, the result can be checked manually.

You are able to ask about decisions made about your application by speaking to your contact within our recruitment team or by emailing [info@st-four.com](mailto:info@st-four.com).

## **Your rights**

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

## **Complaints or queries**

ST-FOUR 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 ST-FOUR'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.

## **Access to personal information**

ST-FOUR 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 1998. 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 ST-FOUR for any personal information we may hold you need to put the request in writing addressing it to our Data Protection Officer, 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 our Data Protection Officer.

## **Disclosure of personal information**

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

## **Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 14<sup>th</sup> March 2018

## **How to contact us**

If you want to request information about our privacy policy you can [email us](#) or write to:

Data Protection Officer  
ST-FOUR  
Salop View  
Sutton  
NEWPORT  
Shropshire  
TF10 8DQ