

## **Citizens Information Phone Service: Data Protection Notice for Job Applicants**

### **Who are we?**

We are the **Citizens Information Phone Service**. Our address is Nessan Houes, Bessboro Road, Blackrock, Cork.

We are funded by the Citizens Information Board, a State agency, located at Georges Quay House, 43 Townsend Street, Dublin 2.

We provide information and advice services.

This notice sets out the basis on which any personal data we collect from job applicants, or from others, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Acts 1988 to 2018, the data controller is the Citizens Information Phone Service.

Our data protection contact is CIPS Manager, Laura McCarthy.

### **What personal information do we collect from you?**

We may collect a range of personal information from you, including:

- Biographical information
- Contact information
- Medical information

You may give us personal data by:

- Applying for a role or roles in the organisation
- Providing information requested to Human Resources
- Corresponding with us by phone, email or otherwise
- Taking part in interviews or assessments
- Taking part in medical assessments
- Attending at an office where CCTV (Closed Circuit Television) is in operation

### **What information about you do we obtain from others?**

When you apply for a role in the organisation, we may obtain, with your authorisation, the following categories of personal data from others:

- References from previous employers or activities
- Medical assessments

## **Why do we collect this information?**

We collect the information in order to assess your suitability for a role within the organisation.

We may use this information:

- To shortlist applications for roles
- To arrange interviews and assessments
- To conduct interviews and assessments
- To contact referees or gather references
- To keep you up-to-date and informed in relation to your application

The legal bases for the processing of your data are:

- Processing is necessary to take steps at your request prior to entering into a contract
- Processing is necessary for compliance with a legal obligation to which we are subject

From time to time, we may also collect sensitive or 'special category' data as part of your application for a role in the organisation. The legal basis for the processing of your special category data is:

- Processing is necessary to take steps at your request prior to entering into a contract
- Processing is necessary for compliance with a legal obligation to which we are subject

## **Who do we share this information with?**

We may share your personal data with the Citizens Information Board and with other organisations.

We attach at Schedule 1 a list of entities and categories of entities with which your personal data may be shared.

In addition, we may disclose your personal information to third parties:

- If there is a risk of serious harm to you or to another person or to property
- If we are under a duty to disclose or share your information in order to comply with any legal obligation
- If we are required to give evidence in court
- To get legal advice or to defend a legal right
- In the event of a disclosure relating to child abuse

## **How long do we keep hold of your information?**

The time periods for which we retain your information depends on the type of information and the purposes for which we use it. We will keep your information for no longer than is required or permitted.

## **Do we transfer your information outside the European Union or European Economic Area?**

No.

## **What are your rights with respect to your personal data?**

You have the following rights:

- The right to access the personal data we hold about you.
- The right to require us to rectify any inaccurate personal data about you without undue delay.
- The right to have us erase any personal data we hold about you in circumstances such as where it is no longer necessary for us to hold the personal data or, in some circumstances, if you have withdrawn your consent to the processing.
- The right to object to us processing personal data about you such as processing for profiling or direct marketing.
- The right to ask us to provide your personal data to you in a portable format or, where technically feasible, for us to port that personal data to another provider provided it does not result in a disclosure of personal data relating to other people.
- The right to request a restriction of the processing of your personal data.

Where our processing of your personal data is based on your consent to that processing, you have the right to withdraw that consent at any time but any processing that we have carried out before you withdrew your consent remains lawful.

You may exercise any of the above rights by contacting the Development Manager or Regional Manager at any of the contact points listed above.

You may lodge a complaint with your supervisory authority with respect to our processing of your personal data. The supervisory authority in Ireland is the Data Protection Commissioner. The website is [www.dataprotection.ie](http://www.dataprotection.ie).

## **What will happen if we change our privacy notice?**

This notice may change from time to time, and any changes will be posted on the [www.citizensinformationboard.ie](http://www.citizensinformationboard.ie) website and will be effective when posted.

This notice was last updated on **9 September 2018**.



## **How can you contact us?**

Our data protection contact can be contacted at any of the contact points listed above.

## Schedule 1

We have set out below a list of third parties with whom we may share your data.

Third party	Description
Any legal successors to the Citizens Information Phone Service	Where CIPS transfers its business to another company or merges with another company.
Citizens Information Board	<ul style="list-style-type: none"> <li>• In the provision of ICT hardware and software, networks and network storage, case management systems, email, telephony and helpdesk services</li> <li>• In order to provide specific advice in relation to employment issues or queries, for example, the issuing of contracts or applications for incremental credit</li> </ul>
Recruitment companies	Where we use a third party to assist in recruitment competitions.
Interview panel members	Where we interview you and a member of the panel is from an organisation external to CIPS.
External organisations nominated by you	Where you provide referees for CIPS to contact in relation to your application.
HR support companies or other advisers	Where we require advice or support in relation to an aspect of your application or the recruitment process.
Insurance companies	Where we engage with an insurance company in relation to an aspect of your application.
Medical practitioners	Where we request a medical assessment as part of your application for a role in the organisation.
ICT providers	Where ICT services such as network facilities, hosting, hardware, software, email, network storage, HR management systems or similar are provided by or maintained by a third party.
Archiving companies	Where we archive our files in facilities provided by a third party.
Shredding companies	Where our files are securely destroyed by a third party.