

## Applicant Privacy Notice - How we will use your information

Onward is committed to protecting the personal information we collect about you. This privacy notice explains what happens to the information you are providing to us.

Onward Homes Limited is the 'Data Controller' and as such is responsible for deciding how your personal data is held and used. We have an appointed Data Protection Officer to oversee our compliance with Data Protection Regulations. If you have any concerns they can be contacted via:

- [data.protection@onward.co.uk](mailto:data.protection@onward.co.uk)

### Why do you need my personal data?

We will only collect and use the minimum amount of personal information required to:

- Manage the application process and assess your suitability for employment or engagement
- Comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- Comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- Ensure effective HR, personnel management and business administration
- Monitor equal opportunities
- Enable us to establish, exercise or defend possible legal claims
- Preventing and detecting fraudulent activity.

We need a lawful reason to use your information. For the majority of your personal information we will use one of the following conditions:

- **Necessary to take steps prior to entering into a contract**
- **Necessary to comply with a legal obligation**
- **Legitimate interests** - In processing personal data during the recruitment process and for keeping records of the process. Processing data from applicants allows us to manage the recruitment process, assess and confirm an applicant's suitability for employment and to decide whom to offer a job. To keep you updated on similar job opportunities in the future.

We will process special category information in order for us to meet your needs. This could include processing:

- **Information on your health, religion, ethnic origin and sexual orientation** - To monitor diversity and equality of treatment of colleagues in accordance with the Equality Act 2010

- We also collect information on any criminal convictions you may have had as part of our obligations, as well as criminal records checks where permitted by law

## **What types of information do we process?**

We will process the following categories of personal information about you:

- Personal Details: Name, address, contact details, date of birth
- Employment history e.g. previous employers, positions, dates;
- Recruitment information e.g. right to work documentation, references, qualifications and CV etc.
- Notes from interviews and/or assessment results

We may also process sensitive ('special category') information relating to:

- Racial or ethnic origin
- Sexual orientation
- Religious or philosophical beliefs or political opinions
- Health
- Criminal convictions or pending prosecutions

## **Who may you share with / receive from my personal data?**

We will share information across colleagues within Onward for the purposes of the recruitment exercise. This would include:

- Human Resources department
- Colleagues involved in the recruitment

So that we can comply with our legal obligations under the recruitment process we may be required to share and receive your information with / from external organisations and people such as:

- The Disclosure and Barring Service (for more information please see the [DBS Policy](#))
- Employment References provided during the application process
- Credit checking agencies

## How will you keep my information safe?

- We have in place appropriate organisational and technical (security) measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed.
- We will apply appropriate measures to ensure your personal information is secure. For example, we have systems in place so that access to personal information is restricted to authorised individuals on a strictly need-to-know basis
- When we need to share personal data we have contracts with them that sets out their responsibilities
- Making sure colleagues complete mandatory data protection training

## Transferring Information outside of the UK

Countries within the European Economic Area (EEA) are deemed to have adequate data protection regimes in place.

All our third parties we use are either based in the UK or the EEA.

## How long will you keep my information?

We will retain your personal data for a minimum of 12 months after last interaction with Onward, however you will have the option to extend this period if you wish.

## Your rights

Data Protection law gives you greater control as to how we can use your information. To enable this you have the right to request us to take action in relation to your information. You have the following rights:

- **Right of access** – the right to request details as to how we use your information and to be provided with a copy of that information.
- **Right to rectification** – the right to have inaccurate data corrected
- **Right to erasure** – the right to have certain information about you deleted
- **Right to restriction** – the right to request us to limit the use of your personal information in certain circumstances
- **Right to object** – the right to object to us using your information for a task carried out in the public interest, where we have informed you that we are processing in our or a third parties legitimate interests or if we use your information for direct marketing
- **Right to data portability** – the right to request certain types of information to be provided to you or transferred to a third party in an electronic, machine-readable format.

- **Right to withdraw consent** – If we are relying on your consent to process some of your personal information, you have the right to withdraw this at any time. We will never ask for consent for providing a service to you or if you would be disadvantaged if you did not want to consent.
- **Automated decision making** – we currently do not make any decisions relating to you in a solely automated fashion. i.e. without any human involvement. If we do we will tell you and you will have the right to request us not to unless it is strictly required to enter into (or performance of) your contract, required by law or you have provided your explicit consent.

**Please Note:** these rights are not absolute and will be considered on a case by case basis. In each case we will let you know in our correspondence with you whether we can comply with your request and provide a full explanation if we cannot comply.

**To request access to your personal data or to exercise any of your other rights, by contacting us at:**

By e-mail: [data.protection@onward.co.uk](mailto:data.protection@onward.co.uk)

It would be really helpful if you could provide as much information as possible to help us assess and progress your request.

### **What can I do if I am not happy?**

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer on [data.protection@onward.co.uk](mailto:data.protection@onward.co.uk) who will investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can make a complaint to the Information Commissioner's Office (ICO).

### **Information Commissioner,**

Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

Phone: 0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk)

Linked documents:	Data Protection Policy
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Approved by:	Executive Team
Approved on:	10 March 2026
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