

Houseful

RECRUITMENT PRIVACY NOTICE

Version	3.0
Policy Owner	Houseful DPO
Date of review	June 2024
Date of next review	June 2025

Houseful Limited, The Cooperage, 5 Copper Row, London SE1 2LH
Registered in England and Wales under company number 11632420

Scope

This privacy notice applies to applicants who explore, apply and or interview to work for Houseful Limited and group companies.

More specific privacy notices may apply where they are no less restrictive than the requirements set forth herein.

Controller's contact details

Houseful Limited, or the group company who may become your employer, is the controller of personal data we process when you apply for a job with us.

You can contact us by post or email.

- **Postal address:** Houseful Limited, The Cooperage, 5 Copper Row, London SE1 2LH
- **Email address:** hr@houseful.co.uk

Data Protection Officer's contact details

You can contact our Data Protection Officer (DPO) at DPO@zpg.co.uk or at the postal address above. Please mark correspondence for the attention of the 'Data Protection Officer'.

How do we get your information

Most of the information we have comes from you because:

- you have searched for a role with us;
- you have applied for a role with us;
- you have given us your information at a careers fair or other event;
- you have made your information available to us on a job searching website or similar (for example, Indeed or LinkedIn); or

Houseful

Houseful Limited, The Cooperage, 5 Copper Row, London SE1 2LH
Registered in England and Wales under company number 11632420

CONFIDENTIAL - LIMITED EXTERNAL

- you have told us you are interested in a role at Houseful.

We also receive information from other sources if:

- someone who knows you and has obtained your consent to inform us you are interested in a role at Houseful, or we have received your information from a recruitment agency or similar; or
- we seek a reference on you, or do other background/vetting checks.

Your data protection rights

You have rights in relation to information we process about you. This includes requesting access to the personal data we hold on you.

You won't normally need to pay anything to exercise your rights. Unless the request is complex or manifestly unfounded. We have one month to respond to any data subject right. We will always aim to do so sooner.

Please contact us at DPO@zpg.co.uk if you wish to make a request.

Access

You can ask us for a copy of the information we hold about you. Please note there are some exemptions, so you might not always get everything we process. You can Find out more [here](#).

Rectification

You can ask us to correct inaccurate or incomplete information. Find out more [here](#).

Erasure

You can ask us to erase or remove personal data where there is no business interest or lawful reason for us continuing to use it. You may also ask us to erase or remove your personal data if you have exercised your right to object to processing (see below). Find out more [here](#).

Restriction of processing

You can ask us to suspend the processing of your personal data, for example if you want us to establish its accuracy or the reason for processing it. Find out more [here](#).

Object to processing

You have the right to object to processing if we process your information where we rely on our legitimate interests, or that of a third party. In some cases, however, we may be permitted to refuse your request. We will always meet a right to object to electronic mail marketing. Find out more [here](#).

Data portability

You can ask us to transfer the information you gave us to another organisation or give it to you. This right only applies if we are processing information based on your consent or in relation to a contract, you have supplied us with the information and the processing is automated. Find out more [here](#).

Sharing your information

We will not share your information with anyone for marketing purposes without a lawful basis to do so.

Sometimes the law requires us to share information. We also share your information with our third party providers who assist us with our recruitment activities, for example to help us conduct reference checks and administer online tests. We may further share your information with third parties where needed for you to enter into a recruitment contract with us, such as with your employment agency or inputting your personal data into our HR employee management system.

We will always make sure we have a lawful basis for sharing your information with anyone.

Your right to complain

If you have questions about how we use your information, please contact us at DPO@zpg.co.uk.

You can complain about how we process your information to the Information Commissioner's Office. Find out more [here](#).

Changes to this privacy notice

We keep this notice under review so that it stays up to date and accurate.

You can find an up to date copy of this notice at careers.Houseful.co.uk/privacy-policy.

How you can contact us

Telephone and video conferencing

When you call us, we can sometimes see your telephone number (if it's not withheld).

We may use this number to call you back if you have asked us to do so, if your call drops or if there is a problem with the line. We or a third party provider may need to contact you via telephone or video conference to facilitate your application or the recruitment process.

We don't record audio or video calls, but we might take notes. We will inform you where any telephone or video call is recorded.

Email

We use Gmail for our business email. Gmail applies transport layer security to encrypt and protect email traffic.

We'll monitor any emails you send for us (and attachments) for viruses and malware. You must ensure that any emails you send to us comply with the law. We or a provider may need to contact

Houseful

Houseful Limited, The Cooperage, 5 Copper Row, London SE1 2LH
Registered in England and Wales under company number 11632420

CONFIDENTIAL - LIMITED EXTERNAL

you via email to facilitate your application or the recruitment process. You must keep your email account secure.

Social media

You may interact with us on social media channels (e.g. Facebook, Twitter, Instagram or LinkedIn). If you send us a private or direct message, we will not share it with anyone else other than for purposes of our recruitment process. We may reply to you via social media where you have made contact with us via social media channels.

Visiting our careers website

Cookies

We use cookies on our website to make our website function. We may use analytics cookies to assess the performance and gain data insights of your use of our career websites or social media pages. Where we use cookies for targeting or marketing purposes we will always ask for your consent.

Security and performance

We use a third party web application firewall to keep our careers websites secure. This service checks for irregular behaviour from traffic to the website. To do this, it processes site visitors' IP addresses.

Purpose and legal basis for processing

We rely on legitimate interests to maintain and monitor our careers website performance, to keep it secure and to help us improve it. When you search or use our website for the purpose of recruitment as an applicant, we may process your information for the performance of intent to enter a potential employment contract.

Houseful

Houseful Limited, The Cooperage, 5 Copper Row, London SE1 2LH
Registered in England and Wales under company number 11632420

CONFIDENTIAL - LIMITED EXTERNAL

Visiting our offices

If you visit one of our offices as part of your application, we'll send your name and visitor information to our reception team so that we can direct you to the right place when you arrive. We ask all visitors to sign in and out at reception.

Closed-circuit television (CCTV) operates in our offices for security purposes. We record CCTV footage and store it for as long as it is required for a lawful purpose.

We have Wi-Fi on site for use by visitors. We record your device's address and will automatically allocate to you an IP address whilst on site. We log traffic information, including sites visited, duration and dates. We don't ask you to agree to terms or control your access. You are responsible for your internet activity whilst using our Wi-Fi.

Purpose and legal basis for processing

The purpose for processing this information is for security and safety reasons, and to facilitate your attendance for the application process. The legal basis we rely on to process your personal data for security and attendance purposes is legitimate interests. We process personal data to comply with laws such as the Health and Safety Act.

Applying for a job

What information do we ask for and why?

The information we ask for is to help us assess your suitability for the role. You don't have to provide what we ask for, but it may affect your application if you don't.

Application stage

When you apply for a role, we ask you for personal details like your name and contact information. We'll also ask you about your previous experience, education, referees and for answers to

questions relevant to the role. Our Talent team and those that are involved in the interview and selection process, have access to all this information.

You may be asked to provide equal opportunities information. This information will be used to produce and monitor equal opportunities statistics for our recruitment process. This information is not mandatory. If you don't provide it, it won't affect your application. We won't make any of this information available to anyone outside our Talent team, including hiring managers, in a way that can identify you. We will process further special category personal data you may disclose to us within the recruitment process, we will only process this personal information where we have a lawful basis to do so.

Shortlisting

Our hiring managers shortlist applications for interviews. They will not be provided with your equal opportunities information if you have provided it. We do not rely on profiling or automated decision making within our selection process. Where we may do so, including any use of AI, we will inform you and provide you with information on how to ask for human intervention.

Assessments

We may ask you to participate in assessment days, complete tests or online personality questionnaires, attend an interview or a combination of these things. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes.

If you are unsuccessful after assessment for the role, we will retain your details in our talent pool and we may contact you if any further suitable vacancies arise. If you do not wish to be part of our talent pool, just let us know.

Offer

If we make you an offer, we'll ask you for information, so we can carry out checks. You must successfully complete these checks before you start work. We must confirm the identity of our personnel, their entitlement to work in the relevant country and seek assurances as to their trustworthiness, integrity and reliability. We may require and process information about your immigration status should we assist or participate in right to work checks or a visa application.

You must provide:

- original proof of identity (we'll take copies).
- if relevant to your role, original proof of qualifications (we'll take copies).
- if relevant to your role, original driving license (we'll take copies).
- a criminal records declaration to declare any unspent convictions, and
- original proof of your entitlement to work in the relevant country (we'll take copies).

We'll contact your referees using the details you provide to obtain references. Where relevant, you must obtain the consent of any referee to share with us (or a third party) their contact details. We may do this through a third-party reference check provider to whom we provide your name, relevant employment information and your referees' contact information to enable them to do the reference check. Your role may also require an enhanced check with a provider to whom we will provide your name, contact information and other information they need to do their checks. You can contact us to request details of the providers in use.

After you start

When you join Houseful, we'll ask you for more information (for example, bank details, emergency contact details and other information required by our employee benefit providers and to ensure compliance with the terms and conditions of your employment contract with us). You must obtain the consent of any individual whose contact details you provide to us for the purposes of an emergency contact or for other benefit or employment purposes.

Our ZPG Staff Privacy Notice applies to our use of this personal data and all personal data processed for the purposes of your employment. You will be able to access our ZPG Staff Privacy Notice when you join.

How long is the information kept for

If your application is unsuccessful, we'll keep your information for up to 24 months after we tell you our decision, longer where we have a lawful reason to do so such as to protect against a possible legal claim. We'll also keep your information in our talent pool for that time, unless you tell us not to, so that we can contact you if any further suitable vacancies arise.

If your application is successful and you decide to take up the role with us, we'll keep your information for up to 7 years after you leave Houseful. This will include keeping a record of your name, role and employment dates so that we can provide a reference if you need one.

How we make decisions about recruitment

Final recruitment decisions are made by hiring managers and our Talent team, considering all the information gathered during the application process.

Any online testing is marked, and if a result is generated automatically, you can challenge the result and ask it to be checked manually. We do not use AI or automated decision making, to conclude an outcome. If we use AI, automated decision making or profiling to assist and inform a recruitment process we will inform you.

You can ask about decisions on your application by speaking to the Talent team.

Purpose and legal basis for processing

Our purpose for processing your information is to assess your suitability for a role at Houseful.

The legal bases we rely on for processing your information are:

- to perform our contract with you or to take steps at your request before entering into a contract with you;

- to comply with a legal obligation; and
- for our legitimate interests (or those of a third party) and your rights and interests may not override those interests.