

# Privacy policy for the Protocol group of companies

The Protocol group of companies (Protocol) [Protocol National Ltd t/a Protocol, Examination and Assessment Services Ltd t/a Protocol Assessment Services, eSafeguarding Ltd., Ozola Ltd., Teaching Force Ltd.,] (collectively " Protocol", We" or "Us") are committed to protecting and respecting your privacy.

This policy (together with our [Conditions of Use](#) and any other documents referred to in those terms) set out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

## How we use your Personal Information

The information you provide to us will be used for the purpose of assessing your suitability, qualifications and skills, not only for current work assignments/vacancies but also for assignments/vacancies which we think may be of interest to you in the future. We may also use your information to keep you informed by email, telephone, SMS, Skype and/or mail about future work opportunities and marketing communication.

If you do not wish to consent to the use of your data for any of these purposes, including if you do not wish to receive direct marketing information from Protocol, or you wish to remove your data from our database, please let us know by e-mailing [privacy@Protocol.co.uk](mailto:privacy@Protocol.co.uk)

All requests for information or a copy of your personal data should be in writing and addressed to the HR Department, Protocol, The Point, Welbeck Road, West Bridgford, Nottingham, NG2 7QW. Before sending your personal data we will ask you to pay a fee of £10.00 and you may also be asked to submit additional information for identity verification purposes.

## Information we may collect from you

We will use information supplied by you (including, without limitation, sensitive personal data) to complete the recruitment and/or payroll processes and all associated administrative functions. This will involve, amongst other things, processing and storing information (which could include sensitive personal data) and sharing such information with prospective hirers and clients, information about vacancies and placements will be passed to candidates or advertised on websites.

We may collect and process the following data about you:

- The personal data that you provide in your initial application, together with any updates that you make to your online profile; the results of observations to assess the quality of your work on assignment; information about your health and any disability you may suffer from; and details of your criminal record (DBS check).
- In order to be eligible to work via Protocol we are required to hold copies of documentation showing your legal right to work in the UK, and financial information such as bank account details which are required in order to pay you.
- We record and may store any telephone calls you have with us for record keeping and quality control purposes, such data may be used to support complaints or investigations and queries if required.
- If you contact us, we may keep a record of that correspondence.

- We may also ask you to complete optional surveys that we use for research purposes.
- Details of transactions you carry out through our on-line platforms.
- Details of your visits to our sites including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.
- We also collect information in aggregate in order to provide us with a better understanding of the users of our site as a group, but which does not contain personally identifiable information.
- We may also use the information for direct marketing via e-mail, SMS, mail or telephone.
- We may also store cookies as set out in more detail below

### **IP addresses and cookies**

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to enhance the user experience. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

If your computer is shared by other people, we advise that you select the 'Don't remember my details' option when you sign out of your account. This will remove all details from the cookie. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our sites. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our sites.

For further information pertaining to the usage of cookies on our site please refer to our [cookie policy](#).

### **Data Security**

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. You must not share your password with anyone.

Although we will do our best to protect the storing of your personal data, the transmission of information via the internet is not completely secure and we cannot guarantee the security of your data transmitted to our site or any third party; any transmission is at your own risk. Once we have received your information and transferred it to a third party, we will use strict procedures and security features to try to prevent unauthorised access.

## How do we use your information?

We use information held about you in the following ways:

- To ensure that content from our site(s) is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.
- We may also use your data, or permit approved third parties to use your data, to provide you with information about services which may be of interest to you and we or they may contact you about these by post or telephone.

## Disclosure of your information

We may disclose your personal information:

1. To any member of the Protocol group of companies;
2. To potential customers/hirers;
3. Protocol works with a number of organisations that are engaged in the supply of staff and services for the education sector, including other members of the Protocol group of companies and certain employment businesses owned by FE colleges (together referred to as 'approved third parties'). Unless you have opted out when completing your online profile Protocol may make details regarding your qualifications and experience contained in your original application form or any later updates and records of assessment available to one or more of these approved third parties. This is solely for the purpose of considering whether there are other work opportunities that may be offered to you by an approved third party.
4. If a live work opportunity is identified by one of the approved third parties, Protocol will contact you to see if you are interested in pursuing it. An expression of interest in that work opportunity will constitute express consent to transfer your data. Protocol requires that approved third parties do not use your data for any purpose other than finding you additional work and carrying out administration associated with any such work opportunities.
5. To third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
6. If we, or substantially all of our assets, are acquired by a third party, personal data held by us about our customers will be one of the transferred assets;
7. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or standard terms and conditions of business and other agreements; or to protect the rights, property, or safety of Protocol, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **Your Rights**

You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting us at [privacy@Protocol.co.uk](mailto:privacy@Protocol.co.uk)

## **Third Parties**

We are not responsible for your data when using links to non Protocol group company websites. If you follow a link to any non Protocol group websites, please note that these websites have their own privacy and cookie policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Changes to our Privacy Policy**

We reserve the right to update this policy from time to time and any changes we may make in the future will be posted on our website.

## **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [privacy@Protocol.co.uk](mailto:privacy@Protocol.co.uk).