

## Welcome to Operose Health's Candidate Privacy Notice

Operose Health are responsible for deciding how we hold and use personal information about you.

This Privacy Notice outlines how and why your personal data will be used, specifically for the purposes of the recruitment.

### 1. Important information and who we are

“Operose Health” is the brand name for the Operose Health family of companies

- **Operose Health Limited.** Registered in England & Wales No: 100014577. Registered office: 77 Cavendish Street, London, England, W1W 6XB
- **Operose Health (Group) Limited.** Registered in England & Wales No: 05685937. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **Operose Health Corporate Management Limited.** Registered in England & Wales No: 07666277. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **Operose Health (Group) UK Limited.** Registered in England & Wales No: 05555460. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **The Practice Properties Limited.** Registered in England & Wales No: 05483424. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **The Practice Surgeries Limited.** Registered in England & Wales No: 06545745. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **The Practice U Surgeries Limited.** Registered in England & Wales No: 05770108. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **Phoenix Primary Care Limited** Registered in England & Wales No: 06280242. Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA
- **Phoenix Primary Care (South) Limited** Registered in England & Wales No: 07470273 Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA

- **Chilvers and MCCrea Limited** Registered in England & Wales No: 04149500  
Registered office: Rose House Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA

For the purposes of the EU General Data Protection Regulation (GDPR), each of these entities except for The Practice Properties Limited is a Data Controller and responsible for your personal data (collectively referred to as "Operose Health", "we", "us" or "our" in this Privacy Notice).

We respect your privacy and are committed to operating the highest standards when it comes to protecting your personal data.

We will process your personal data "fairly", "lawfully" and "transparently". This means

- we will be open and transparent about how personal data is used
- we will handle data in line with how we say we are going to handle data and
- we will only use or process personal data in accordance with the law

To fulfil these requirements, we set out in this Privacy Notice how Operose Health collects, uses, retains and discloses personal data.

It is important that you read this Privacy Notice so that you understand how and why we are collecting and/or processing personal data about you. If you have any questions, please contact us at the address provided below.

### Data Protection Officer

Operose Health has appointed a Data Protection Officer (DPO) who is responsible for overseeing questions in relation to this Privacy Notice.

If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, please contact the DPO at:

- Email address: [tpplc.dpotpgcuk@nhs.net](mailto:tpplc.dpotpgcuk@nhs.net)
- Postal address: 77-79 New Cavendish Street, London, W1W 6XB
- Telephone number: 020 3917 3314

### The kind of information we hold about you

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

- **Contact Information:** including name, title, address, telephone number, personal email address, date of birth, gender
- **Recruitment Information:** The information you have provided to us in your curriculum vitae covering letter or application form, such as employment history, qualifications and professional registrations.

- **Interview Information:** Any information you provide to us during an interview such as right to work, ID
- **Additional Employment Information:** Such as referee details and references, fitness to work, bank details, information on your student loan
- **Assessment Information:** The information you provide to us during any psychometric testing

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Information about your health, including any medical condition, health and sickness records.
- Information about criminal convictions and offences.

### **How is your personal information collected?**

We collect personal information about candidates from the following sources:

- You, the candidate.
- The recruitment agency introducing you to us, from which we collect the following categories of data:
  - The information you have provided on your application form, including name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications.
- The recruitment agency introducing you to us, from which we collect the following categories of data:
  - Copy of your curriculum vitae
  - Information regarding your preferred work pattern and desired salary and benefits package
  - The information you have provided on your application form, including name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications.
- Disclosure and Barring Service in respect of criminal convictions.

- Your named referees.
- The following data from third parties is from a publicly accessible source:
  - GMC Membership
  - NMC PIN

### How we will use the information about you

In order to fulfil its duties as an employer Operose Health needs to process data. Please note that depending on the purpose for which we use your personal data, we may rely on more than one legal basis for processing. The relevant processing conditions are as follows:

- i. **Performance of a contract:** processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.
- ii. **Legal obligation:** processing is necessary for compliance with a legal obligation to which the controller is subject.
- iii. **Legitimate Interest:** processing is necessary for the purposes of the legitimate interests pursued by Operose Health or a third party, except where such interests are overridden by your interests or fundamental rights and freedoms.

Use	Type of Data	Legal basis
Assess your skills, qualifications, and suitability for the role	Contact Information Recruitment Information Interview Information	GDPR Article 6 (b) contract
To conduct either a clinical test or a competency based test	Contact Information Interview or Assessment Information	GDPR Article 6 (b) contract
Invite you to invite and conduct the interview	Contact Information	GDPR Article 6 (b) contract
Carry out background and reference checks, where applicable	Contact Information about criminal convictions and offences	GDPR Article 6 (b) contract
Communicate with you about the recruitment process	Contact Information	GDPR Article 6 (b) contract
Keep records related to our hiring processes.	Contact Information Recruitment	GDPR Article 6 (b) contract

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	Information Interview Information	
To take steps in order to enter into a contract with you	Contact Information Recruitment Information Interview Information	GDPR Article 6 (b) contract
Comply with legal or regulatory requirements, for example equality monitoring	Contact Information Recruitment Information	GDPR Article 6 (b) contract

If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references and carry out a criminal record and check your professional body's records before confirming your appointment.

### **If you fail to provide personal information**

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully. For example, if we require a DBS check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

### **How we use your special category data**

We will use your particularly sensitive personal information in the following ways:

- We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

### **Information about criminal convictions**

We envisage that we will process information about criminal convictions.

We will collect information about your criminal convictions history if we would like to offer you the role (conditional on checks and any other conditions, such as references, being satisfactory).

We are required to carry out a criminal record check in order to satisfy ourselves that there is nothing in your criminal convictions history which makes you unsuitable for the role. In particular:

- We are legally required by the NHS to carry out criminal record checks for those carrying out clinical roles or roles where you are likely to be alone with patients.
- We are legally required by the Health & Social Care Act to carry out criminal record checks for those carrying out regulated activities with vulnerable adults and children.
- Where the specific role is one which is listed on the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (SI 1975/1023) so is eligible for an enhanced check from the Disclosure and Barring Service.
- Where the specific role requires a high degree of trust and integrity (Health & Social Care Act, Regulation 19, Fit and Proper Persons Employed) and so we would like to ask you to seek a basic disclosure of your criminal records history.
- We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

### **Automated decision-making**

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

### **Third parties we share your personal data with**

We may have to share your personal data with the following categories of recipients in order to process your application:

- i. members of the Human Resources and, Recruitment, and Payroll teams.
- ii. service providers acting as processors.
- iii. third parties in order to obtain pre-employment references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks from the Disclosure and Barring Service.
- iv. professional bodies.
- v. if you are applying for a role in Complex Care as a Carer, the family of the client you will be caring for and the funder (e.g. Clinical Commissioning Group) may ask to see a copy of your CV or application.

- vi. people or organisations we have to, or are allowed to, share your personal data with by law for example, for fraud-prevention or safeguarding purposes, or for regulatory investigations, including with the Care Quality Commission and medical regulators such as the General Medical Council.
- vii. a third party if we restructure or transfer our contracts, business or its assets or have a merger or re-organisation (in which case personal data we hold about our patients or visitors to the Website may be one of the assets the third party takes over).
- viii. any member of Centene Corporation group of companies for internal administrative purposes, located in the UK (Operose Health), US (Centene Corporation) and Spain (Ribera Salud and Futurs).
- ix. where necessary to comply with our obligations or as permitted by law and with our legal and other professional advisors including our solicitors and other professional consultants and advisors.

#### **How does Operose Health protect data?**

Operose Health takes the security of your data seriously.

We maintain the confidentiality, integrity and availability of information, while ensuring information is only accessible by those who are entitled to access it.

We process information assets consistently to a high standard to prevent compromise by external and internal threats, both deliberate and accidental.

We raise and maintain security awareness to help avoid the unintentional or malicious disclosure of confidential information, which could cause inconvenience and distress to others, be unlawful, and to avoid causing financial and reputational damage to Operose Health.

We use a range of measures to keep data secure by applying technical, physical and administrative controls.

Where Operose Health engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you (as, once anonymised, it will cease to constitute personal data

and not within scope of the General Data Protection Regulation and Data Protection Act 2018).

We have in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

### **Information flows and information assets**

Operose Health maps each individual data flow in and out in order to understand what data it holds and processes. These data flow maps are reviewed and updated annually as part of the requirement to complete a Data Security Protection Toolkit. Operose Health also holds an Information Asset Register which describes where and how these data flows are stored. Please contact the DPO for further details.

### **Data Protection Impact Assessment (DPIA)**

We carry out DPIAs on processing that is likely to result in high risk to individuals to help identify and minimise data protection risks.

If you would like a copy of a DPIA that we have carried out, please contact our DPO.

### **Transfers of personal data outside of the European Economic Area (EEA)**

Your personal data may be transferred outside the UK and the European Economic Area for the purposes set out above. While some countries have adequate protections for personal data under applicable laws, in other countries steps will be necessary to ensure appropriate safeguards apply to it.

These include imposing contractual obligations or other safeguards to provide adequate levels of protection.

We take steps to ensure that, when we transfer your personal data outside the EEA, we have adequate safeguards in place in line with applicable data protection laws. For more information about this protection, please contact us at [contactus@simplifyhealth.co.uk](mailto:contactus@simplifyhealth.co.uk).

### **Data retention**

#### **How long will you use my information for?**

We will retain your personal information for a period of 12 months after we have communicated to you our decision about whether to appoint you to role.

We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way.



After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request by contacting our DPO.

### Your rights in connection with personal information

Under certain circumstances, and subject to applicable law, you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request").
- **Request correction** of the personal information that we hold about you (to the extent incomplete or inaccurate)
- **Request erasure** of your personal information where you consider there is no good reason for us continuing to process it.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to access, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

### Right to withdraw your application

When applying for a role at Operose Health, you have provided consent to us to process your personal information for the purposes of the recruitment exercise. You have the right to withdraw your application at any time.

To do this, please email [hradvice@thepracticegroup.co.uk](mailto:hradvice@thepracticegroup.co.uk) or indicate your withdrawal via the application system. Once we have received notification that you have withdrawn your application, we will no longer process your application and, subject to our retention policy, we will dispose of your personal data securely.

### **Changes to our Privacy Notice**

This Privacy Notice may be updated to reflect changes to our personal data processing policy and legal obligations. In the event there is a material change to this Privacy Notice, we will inform you via the Operose Health website.