



STRM - SEND the Right Message
Registered Charity 1193572

Candidate Privacy Notice

Effective from: November 2025

Review frequency: On relevant legislative or policy updates.

About STRM – SEND the Right Message Charity

STRM – SEND the Right Message Charity (“the Charity”, “we”, “us”, “our”) is a registered charity in England (Charity Number 1193572). Our registered office is Ground Floor, 320D High Road, Benfleet, Essex, SS7 5HB.

We are committed to being transparent about how we collect and use your personal data, and to meeting our data protection obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Candidate Privacy Notice (“Notice”) explains how we collect, use, and protect the information you provide when applying for a role with us. It also tells you about your rights and how you can exercise them.

This Notice applies to candidates applying for a role as an employee, volunteer, or trustee.

Summary

We use your data only to manage your application, assess your suitability for a role, and meet our legal and safeguarding obligations.

We never sell your data and only share it when legally required (for example, with referees or the Disclosure and Barring Service).

You can ask us to access, update, or delete your data at any time.

1. Who is responsible for the processing of my personal data?

- The Charity is the data controller for the processing of your personal data.
- The Charity is registered with the Information Commissioner’s Office (ICO) under registration number: ZB158712
- Applications are submitted by email using STRM’s official application forms — we do not accept CVs.
- HR and Recruitment staff or trustees involved in recruitment will process your application.
- You can contact our HR & Data Protection Lead at HR@strmsupport.co.uk.

If we use secure external systems (such as Microsoft 365 or Lamplight) to manage applications, these providers act as data processors under GDPR-compliant agreements.

2. To what extent will my personal data be processed?

We collect and process the personal data you provide during your application, including:

- Name, address, email, and telephone number
- Education and qualifications
- Employment history and references
- Certificates and professional memberships
- Statements supporting your application
- Reasonable adjustments and accessibility needs (where applicable)

You are under no statutory obligation to provide your personal data; however, we may be unable to process your application without it.

We may also collect limited information for equal opportunities monitoring (e.g., gender, ethnicity, disability). Equal opportunities information is stored separately from application forms and is not accessible to the recruitment panel. This is always voluntary, anonymised, and not part of the selection process.

For certain roles that involve contact with children or vulnerable adults, we may also collect additional safeguarding-related information in line with safer recruitment guidance.

3. Who has access to my data?

- Only individuals directly involved in recruitment and decision-making (employees or trustees) will have access to your data.
- All those involved in recruitment are trained in data protection and safer recruitment.
- Data is stored securely in password-protected, encrypted systems in accordance with our Data Protection and IT Security Policies.
- We will not share your data with third parties unless your application is successful. In this case, we may share limited data with:
 - Referees (to request references)
 - The Disclosure and Barring Service (DBS) (to complete legal background checks) We do not trade or share your personal data with external organisations for marketing purposes.

4. For what purposes will my data be processed, and on what legal basis?

Your personal data will be processed to:

- Manage your application
- Assess your suitability for a role
- Conduct interviews and background checks
- Fulfil legal and safeguarding obligations The legal bases for this processing are:
 - Article 6(1)(b) – processing necessary to take steps prior to entering into a contract
 - Article 6(1)(f) – processing necessary for our legitimate interests (e.g., recruitment management, safeguarding)
 - Article 9(2)(b) and (h) – processing of special category data (e.g., disability) to meet employment, social protection, or occupational health obligations.

Where we rely on legitimate interests, we have carried out a balancing assessment to ensure your rights and freedoms are not overridden.

5. How is my data processed in the pre-employment screening context?

We conduct pre-employment checks to confirm accuracy and compliance, which may include verifying:

- Identity, address, and right to work
- Education and qualifications
- Employment history and references
- DBS checks (for all roles involving regulated activity or vulnerable groups)

You will be informed before any checks are undertaken, and where legally required (for example, for DBS checks), we will inform you in advance and request your agreement before proceeding.

The results of these checks will be used confidentially and only to determine your suitability for a role. If you apply for another position later, some checks may be repeated depending on role requirements.



6. Will my personal data be processed and stored outside the UK or EU/EEA?

No. Your data is processed and stored securely within the UK.

We do not transfer your personal data outside the UK.

How long will my personal data be stored?

- If your application is unsuccessful, we will retain your data securely for up to six months after the recruitment process concludes.
- After this period, data will be securely deleted or anonymised. Paper records will be confidentially shredded.
- We may contact you before deletion to ask if you wish to be considered for future opportunities.
- If your application is successful, your data will be transferred to our personnel records in HR database.

7. What rights do I have regarding my personal data and how can I exercise them?

You have the right to:

- Access a copy of your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data (“right to be forgotten”)
- Restrict or object to processing in certain circumstances
- Request data portability to another controller
- Withdraw consent at any time (if consent is the lawful basis)

You can make a rights request verbally or in writing by contacting info@strmsupport.co.uk.

We will respond within one month as required under UK GDPR.

If you are dissatisfied with our response, you may lodge a complaint with the Information Commissioner’s Office (ICO): www.ico.org.uk.

8. Does automated individual decision-making or profiling take place?

No. STRM does not use automated decision-making or profiling in any part of the recruitment process. All applications are reviewed by real people, in line with our values of fairness, inclusion, and transparency.

9. Who do I contact for any questions or further information about this Notice?

If you have any questions about this Notice or how we process your personal data, you can contact:

Maggie Cleary, CEO & Data Protection Lead

Email: info@strmsupport.co.uk

Data protection oversight is also supported by STRM’s appointed GDPR Trustee as part of our governance framework.

We will respond as soon as reasonably possible and within statutory timeframes where applicable.

10. Updates to this Notice

We may update this Notice periodically to reflect changes in law or practice. The most recent version will always be available on our website at www.strmsupport.co.uk



