

Data Protection and Processing Policy

Purpose and Scope

Operam Education Group a company registered in England under registration number 1092354 whose registered office is at 3, Morston Claycliffe Office Park, Barnsley, S75 1HQ and subsidiary businesses, namely Provide Education, Teachers UK, The Education Specialists, Key Stage Teacher Supply, First For Education, Bridge Education, and Horizon Teachers, hereinafter referred to as 'Operam Education Group', 'Operam Education' and OEG.

Operam Education Group are committed to protecting the privacy and personal data of candidates, temporary workers, employees, clients, education providers and other individuals whose information we process.

This policy explains how OEG processes personal data and demonstrates our commitment to compliance with:

- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Privacy and Electronic Communications Regulations (PECR)
- Keeping Children Safe in Education (KCSIE)
- Disclosure and Barring Service (DBS) Code of Practice
- Relevant guidance issued by the Information Commissioner's Office (ICO)

Personal Data Processing

OEG processes personal data for legitimate business, recruitment, employment and safeguarding purposes, including:

- Candidate registration and recruitment services;
- Identifying suitable candidates for vacancies;
- Managing candidate applications, interviews and placements;
- Carrying out safer recruitment checks;
- Verifying identity and right to work documentation;
- Completing DBS and safeguarding checks;
- Managing temporary worker assignments;
- Managing relationships with schools, colleges, nurseries and other education providers;
- Maintaining business records and accounts;
- Communicating with candidates, and clients;
- Marketing recruitment services where lawful;
- Meeting legal, regulatory and contractual obligations.

All personal data is processed in accordance with the principles of UK GDPR. OEG will:

- Process personal data lawfully, fairly and transparently;
- Only collect information necessary for specified and legitimate purposes;
- Keep personal data accurate and up to date;
- Retain information only for as long as necessary;
- Keep personal data secure and protected against unauthorised access;
- Be able to demonstrate compliance with data protection obligations.

Personal data means any information relating to an identified or identifiable living individual.

Categories of Personal Data Processed

Depending on the nature of the relationship with OEG, we may process:

Candidate and Worker Information

- Name and contact details;
- Date of birth;
- Employment history;
- Qualifications and training records;
- Professional registrations;
- References;
- Interview notes;
- CVs and application information;
- Right to work documentation;
- Identity documents;
- DBS information;
- Safeguarding information;
- Availability and assignment records;
- Payroll and banking information;
- Tax and employment information.

Special Category Data

Where necessary, OEG may process special category data including:

- Health information;
- Disability information;
- Equality and diversity monitoring information;

Criminal Offence Data

As part of safeguarding and safer recruitment obligations, OEG may process criminal offence data, including DBS information and information relating to criminal convictions or offences.

Criminal offence data is processed in accordance with Article 10 UK GDPR and the Data Protection Act 2018.

Client and Hirer Information

OEG may process:

- School and education provider contact details;
- Vacancy information;
- Assignment details;
- Contractual information;
- Communication records;
- Compliance and audit information.

Lawful Basis for Processing

OEG processes personal data using the following lawful bases:

Article 6 UK GDPR

- **Contractual necessity** – where processing is required to enter into or perform contractual arrangements.
- **Legal obligation** – where processing is required by law.
- **Legitimate interests** – where processing is necessary for recruitment services, business operations, compliance and safeguarding.
- **Consent** – where required, including certain marketing activities.

Each processing activity is linked to a documented lawful basis within OEG's Records of Processing Activities.

Special Category and Criminal Data Processing

Where OEG processes special category data, this will only take place where an appropriate Article 9 UK GDPR condition applies.

This may include:

- Article 9(2)(b) – employment, social security and social protection law;
- Article 9(2)(g) – substantial public interest, including safeguarding;
- Article 9(2)(h) – occupational health and assessment of working capacity where applicable.

DBS and criminal offence data will only be processed where permitted under:

- Article 10 UK GDPR;
- Data Protection Act 2018;
- Applicable safeguarding and recruitment legislation

Data Sharing

OEG may share personal data where there is a lawful basis and appropriate safeguards are in place.

Information may be shared with:

- Schools, academies, colleges, nurseries and education providers;
- DBS and identity verification providers;
- Payroll providers;
- Pension providers;
- HMRC and government bodies;
- Regulators and professional bodies;
- Legal, insurance and professional advisers;
- Law enforcement agencies where legally required.

OEG will only share information that is necessary, relevant and proportionate.

Data Security

OEG maintains appropriate technical and organisational measures to protect personal data.

Employees must ensure:

- Computer screens are locked when unattended;
- Passwords are kept confidential;
- Access is limited to authorised personnel;
- Personal information is stored securely;
- Documents are not removed without a legitimate business reason;

- Confidential information is handled securely when sent electronically or by post;
- Personal data is securely destroyed when no longer required.

Unauthorised access, loss or disclosure of personal data must be reported immediately.

Data Accuracy and Retention

OEG regularly reviews personal data to ensure it remains accurate, relevant and up to date.

Individuals are encouraged to notify OEG of changes to their personal information.

Personal data will not be retained longer than necessary and will be managed in accordance with OEG's Record Retention Policy.

Data Subject Rights

Under UK GDPR, individuals have the following rights:

- Right of access (Subject Access Request);
- Right to rectification;
- Right to erasure;
- Right to restrict processing;
- Right to data portability;
- Right to object;
- Rights relating to automated decision-making and profiling.

All data protection requests should be submitted to the Data Protection Officer:

dpo@operam-education.co.uk

OEG will respond to valid requests within one month of receipt, unless an extension is permitted under UK GDPR.

Requests relating to confidential references provided by third parties will be assessed carefully, taking into account the rights of both the requester and the person providing the reference.

Data Breaches

Any suspected personal data breach must be reported immediately to the Data Protection Officer or appointed Data Protection Lead.

OEG will assess breaches without undue delay.

Where a breach is likely to result in a risk to individuals' rights and freedoms, the ICO will be notified within 72 hours of becoming aware of the breach.

Affected individuals will be informed where legally required.

International Data Transfers

OEG will not transfer personal data outside the UK unless appropriate safeguards are in place in accordance with UK GDPR requirements.

Accountability and Compliance

OEG maintains appropriate governance arrangements, including:

- Records of Processing Activities;

- Data protection policies and procedures;
- Retention schedules;
- Data protection impact assessments where required;
- Staff data protection training;
- Appropriate supplier due diligence.

All employees are responsible for protecting personal data and complying with this policy.

Privacy Notices

OEG's privacy notices explain how personal data is collected, used, shared and retained.

Privacy notices are available to candidates, workers and clients through company websites and relevant communications.

Complaints

If an individual is unhappy with how their personal data has been processed, they should contact OEG in the first instance.

Individuals also have the right to complain to the Information Commissioner's Office (ICO):

Telephone: 0303 123 1113

Related Policies

This policy should be read alongside:

- Record Retention Policy;
- DBS Escalation Policy;
- Safeguarding Policy;
- Safer Recruitment Policy;
- Information Security Policy

Policy Owner: Data Protection Officer

Review Frequency: Annual or sooner where legislation or guidance changes