# Privacy notice

**How we use your information**

This privacy notice tells you what to expect when Gateway Community collects personal information.

It applies to information we collect about:

* [visitors to our websites](https://ico.org.uk/global/privacy-notice/#visitors);
* people who contact us via social media
* [people who use our services](https://ico.org.uk/global/privacy-notice/#services)
* [people who notify under the Data Protection Act](https://ico.org.uk/global/privacy-notice/#dpa);
* and
* [job applicants and our current and former employees](https://ico.org.uk/global/privacy-notice/#job).

**Visitors to our websites**

When someone visits www.positivefutureltd.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

**Use of cookies**

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access.

Vista our website provider only uses one cookie to track the number of visitors to our site. We also use other tracking software to monitor its visitors to better understand how they use it this software is provided by Google Analytics, also other linked pages such as face book and twitter may also use cookies, to track visitor usage. The software will save a cookie to your computer’s hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should users wish to deny the use and saving of cookies from this website onto their computer’s hard drive, they should take necessary steps within their web browser’s security settings to block all cookies from this website and its external serving.

For further information on cookies please follow the link below

*http://www.aboutcookies.org/Default.aspx?page=4*

**Security and performance**

Gateway Community uses a third-party service to help maintain the security and performance of the Positive Future Consultancy Ltd website. To deliver this service it processes the IP addresses of visitors to the Gateway Community website. This can be used to identify the owner of an IP address; however, this is retrieved from publicly available information.

**People who contact us via social media**

We use a third-party provider, Buffer to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by Buffer for three months. It will not be shared with any other organisations.

**People who call us**

When you call the Gateway Community we collect Calling Line Identification (CLI) information. We use this information to help improve its efficiency and effectiveness.

**People who email us**

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government guidance. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

**People who make a complaint to us**

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant’s identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person’s record is in dispute. If a complainant doesn’t want information identifying them to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

Information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the ‘need to know’ principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

**Job applicants, current and former Gateway Community employees**

Positive Future Consultancy Ltd is the data controller for the information you provide during the interview process unless otherwise stated. If you have any queries about the interview process or how we handle your information, please contact us at

**What will we do with the information you provide to us?**

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

**What information do we ask for, and why?**

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don’t have to provide what we ask for but it might affect your application if you don’t.

**Application stage**

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don’t provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

**Shortlisting**

Our hiring managers shortlist applications for interview. They will not be provided with your name or contact details or with your equal opportunities information if you have provided it.

**Assessments**

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by Gateway Community

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

**Conditional offer**

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

Proof of your identity – you will be asked to attend our office with original documents, we will take copies.

Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.

We will contact your referees, using the details you provide in your application, directly to obtain references

If we make a final offer, we will also ask you for the following:

Bank details – to process salary payments

Emergency contact details – so we know who to contact in case you have an emergency at work

Membership of a Civil Service Pension scheme – so we can send you a questionnaire to determine whether you are eligible to re-join your previous scheme.

**Online HR**

If you accept a final offer from us, some of your personnel records will be held on internally used HR records system.

**Pension**

Likewise, your details will be provided to third-party pension provider who are the administrators of our employee Pension Scheme, of which Gateway Community is a member organisation. You will be auto-enrolled into the pension scheme and details provided will be your name, date of birth, National Insurance number and salary. Your bank details will not be passed to the pension provider at this time.

**Your rights**

Under the Data Protection Act 1998 and in compliance with articles 12, 13 and 14 of the GDPR which outline the requirements on giving privacy information to data subjects, you have rights as an individual which you can exercise in relation to the information we hold about you.

**Complaints or queries**

Gateway Community tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Gateway Community collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us on

**Access to personal information**

Gateway Community tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. If we do hold information about you we will:

give you a description of it;

tell you why we are holding it;

tell you who it could be disclosed to; and

let you have a copy of the information in an intelligible form.

To make a request to Gateway Community for any personal information we may hold you need to put the request in writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting Gateway Community head office.

**Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

**Changes to this privacy notice**

We keep our privacy notice under regular review.

**How to contact us**

If you want to request information about our privacy policy you can email us on or write to:

3rd floor Ashley House

Ashley Way

Widnes

WA8 7RP