

Privacy Notice

Your privacy is important to us. This privacy statement covers the data collected during the recruitment process. The recruitment process may start with the registration and attendance at a career / marketing event as well as searching and applying for jobs and then the progression of your job application through the process to the point of hire.

This privacy statement explains what personal data we collect from you during the recruitment process, through our interactions with you and through our systems and how we use that data.

We expect to collect a lot of personal information about you during the process and we require some information which we can communicate, make recruitment decisions, and complete a contract of employment. We will not be able to consider your application or complete a contract of employment as part of our recruitment process without that personal information.

We may ask for other optional information to help us deliver a better recruitment experience. Where information is optional, we will need your consent to collect the information and we will make this clear during the recruitment process. If you do not choose to give consent, or you choose not to supply optional information, then this will not impact the recruitment decisions we make about you.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. Our DPO can be reached by post at Merchants Warehouse, Castle Street, Castlefield, Manchester, M3 4LZ or by email on DPO@well.co.uk if you have any questions about how we use your personal information.

This Privacy Notice provides up to date information about how we use your personal information and will update any previous information we have given you about using your personal information (also referred to as personal data). If we make any changes affecting how we use your personal information, we will update this web page with an updated date displayed at the top of this page, so please check back regularly for updates. Our website will always show our most up to date version of our Privacy Notice.

Personal Data We Collect

During the recruitment process we may ask you to provide information, we may record other sources of information about you (e.g. feedback from recruiters), and we may infer or derive other data (e.g. determine your location from your postal code or count up the number of languages you speak). The type of collated information includes:

Personal Contact

Names, e-mails, address, phone numbers etc.

Screening/Selection Information

Your CV / Resume, education results, work experience, significant achievements, etc. Some of this information would not be personal to you if all other fields were anonymised e.g. your location preference is considered personal data while linked to other personal contact information but it cannot be used to personally identify you on its own. Some of this information may include enough information to personally identify you e.g. your CV/Resume.

Evaluation Data

Information provided by other people involved in the recruitment process about your suitability for employment and your status within the recruitment process.

Your feedback on the recruitment process

Optional information provided by you about your views on the recruitment process.

Special Requirements

Optional information provided by you e.g. medical needs, dietary requirements, disability, dyslexia, study abroad.

Candidate Contractual Information

Information provided by you which is required for final contract (in addition to Personal Details). Includes acceptance of offer.

Other Contractual Information

Information added by us in order to draw up contract e.g. salary, job title, hours.

On-Boarding Information

Additional information supplied by you in order to complete the hiring process and may include bank details, proof of right to work, next of kin, etc.

Equal Employment Opportunity (EEO) Information

Gender, Race, Religion, Veteran, Disability, or other diversity information

How We Use Personal Data

Personal Contact data is used to communicate with you during the recruitment process.

Screening/Selection data is used to decide on your suitability for jobs that you apply for or to identify jobs for which we think you may be more suitable.

Evaluation data is used to record our assessment of your suitability for jobs that you are being considered for and your status within the recruitment process.

Your Feedback data is used by us to improve the recruitment process for future candidates.

Special Requirements data is used by us to make accommodation in the recruitment process for any needs you may have.

Candidate Contractual Information and Other Contractual Information is used to compile contractual documentation (e.g. job offer and contract) and to record the contract. If you accept an offer of employment then some of this data will be transferred to other systems that we control (e.g. payroll systems).

On-Boarding Information is used by us to prepare for you starting work with us including setting up payroll information, benefits, and proof of right to work. If you accept an offer of employment, then some of this data will be transferred to other systems that we control e.g. payroll systems.

EEO Information is used to monitor the recruitment process to ensure our recruitment practices are fair.

We may aggregate data with other candidate's data in reports to help us monitor, improve, and plan our recruitment activities. These reports will not include personally identifiable information.

Length of Time We Retain Your Data

If you are successful and you accept an offer, the data may be retained throughout your employment and for a period after the end of employment. In this case you will be informed of further data retention policies as appropriate.

If you are not made an offer, or you do not accept an offer, then we keep the data, including personally identifiable data, for 1 year after the end of recruitment activity so that we can refer to it in case of queries over the recruitment process, including employment tribunals or other legal challenges.

After the 1-year retention period we will anonymise all your data. Any data that may contain personally identifiable information will be cleared. The data that we retain is used to report on the historical performance of our recruitment process.

Reasons We Share Personal Data

We share data within our controlled affiliates and subsidiaries and other vendors working on our behalf. For example, companies we've hired to provide the recruitment technology and to support this recruitment process, or companies to assist in protecting and securing our systems. In such cases, these companies abide by our data privacy and security requirements and they are not allowed to use personal data they receive from us for any other purpose. We may disclose personal data when required by applicable law or to respond to legal process.

We do not sell, rent, and trade your personal data.

Your rights: How to Access and Control Your Personal Data

You have the right of access and the right to rectify the data concerning you. You can view much of your personal data through this website.

You can request a copy of your personal data by contacting our Data Subject Access Request Team at DSAR Team, Merchants Warehouse, Castle Street, Castlefield, Manchester, M3 4LZ. Please make all requests for a copy of your personal information in writing and provide us with evidence of your identity. See [Proof of Identity Checklist](#) for information on the documents you'll need to provide.

You can rectify or correct personal data if you find it is inaccurate or incomplete. Much of the information can be updated by you using this website. If there are other changes that you need to make, then you can provide details of those changes by emailing askrecruitment@well.co.uk. The right of rectification can only apply to factual data processed within the recruitment process. Data related to the screening / selection criteria cannot be rectified after the closing date of

submitting applications as this data is used at that time to make decisions and needs to be preserved in that state as evidence in case of challenges to the fairness of the process.

You can ask us to delete your personal information where it is no longer necessary for us to use it or, if you have given your consent for us to use that personal information, you have withdrawn consent. To make a request to delete your personal information email askrecruitment@well.co.uk. We can refuse to comply with a request for erasure where your personal information is being processed because we need the information to comply with our legal obligations or in the exercise or defence of legal claims.

Make a Complaint

You can make a complaint to us about how we have used your personal information by contacting our DPO by post at Merchants Warehouse, Castle Street, Castlefield, Manchester, M3 4LZ or by email on DPO@well.co.uk. You can also make a complaint to the data protection advisory authority, the Information Commissioners Office (ICO) at <https://ico.org.uk>.

Automated Decision Making

During the recruitment process, your application may be subjected to automated decision making at the following points:

- For non-managerial store based roles only: assessing responses to situational judgement test questions.

Should you wish to exercise the 'right to review' an automated decision, you can ask the recruitment team to review your results through contacting us via email at askrecruitment@well.co.uk