

**Here at HomeServe, we take data privacy seriously and we are committed to protecting your personal data and respecting your right to privacy.**

HomeServe is bound to comply with UK data protection law. This privacy notice forms part of our obligation to be open and fair with all individuals whose personal data we process and to provide full information on how we process such personal data and what we do with it.

This privacy notice relates to the processing of your personal data by HomeServe Limited and any of its group companies including HomeServe Membership Ltd. Unless otherwise stated, all references to "HomeServe", "we" or "our" in this notice shall include all HomeServe Limited entities that process personal data and HomeServe is the data controller.

If you receive other services or products from HomeServe, or use any of our specific websites or applications, such as our company website or internal social networks, you may be provided with further privacy notices or statements. These additional privacy notices or statements shall supplement this privacy notice.

## **What this privacy notice covers:**

- What personal data we collect about you
- Collection and processing of your personal data
- Background checks
- Sharing personal data with third parties
- Protecting and storing your personal data
- Your rights matter
- Got any worries?

Please read the following carefully to understand how we manage your personal data and what steps we take to respect your privacy. Please note that none of the lists or examples below is exhaustive, nor will they be fully representative for every individual.

## **What personal data we collect about you**

As part of the application process, we will typically collect and process the following data about you:

- Personal details; name, email address, telephone number, address, current salary.
- Professional details; your CV, qualifications, relevant experience and skills and any professional memberships.
- Assessment information; for certain senior leadership roles, psychometric tests are completed to assess the suitability of candidates.
- Health data; medical data regarding any physical or mental health conditions declared by you (if relevant) and details of any reasonable adjustments (if required).
- Diversity, Equity and Inclusion data; data regarding ethnicity, gender, age, race, nationality, disability, carer status, religious belief, community and socio-economic background and sexual orientation, where permitted by law and provided voluntarily by you.

If your application is successful, all offers of employment are subject to satisfactory pre-employment checks, such as; right to work in the UK, credit checks, criminal record checks and employment history references. We will typically collect and process the following data about you in order to complete these checks:

- Personal details; name, address, date of birth, nationality, marital status, country of residence, national insurance number, salary, bank details
- Professional details; your CV, qualifications, relevant experience and skills and any professional memberships, employment history for referencing purposes.
- Identification documentation; a photocopy of your passport, driving licence, ID card, biometric residence permits or other documentation required by local law. Copies of these documents may include a photograph of your face and shoulders.

We will never collect more information from you than we need to fulfil our role and to comply with our legal obligations in relation to your application. Please note that the information we request is required in order to process your application and without it, we will not be able to proceed.

We shall not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete personal data or sensitive personal data that you provide to us.

## Collection and processing of your personal data

As part of the application process we collect information from a number of sources, including:

- from applications forms and CVs
- our careers site, jobs boards and Recruitment Agencies (such as Indeed, Total Jobs, CV Library)
- documents and assessments used during the recruitment process.

When processing your personal data, HomeServe rely on one of three lawful basis to do so, which are explained below. The examples provided are not an exhaustive list.

**Legitimate interests of HomeServe** – we will use your information to support a robust recruitment process, such as:

- to consider your suitability for any of our current or future employment opportunities
- to confirm your references and educational background
- to monitor and assess compliance with our policies and standards
- for administrative purposes in relation to the security and access of our premises, including use of CCTV

**Compliance with a legal obligation** – we may process your personal data where we are required to so by law, such as:

- to allow us to make reasonable adjustments for applicants during the recruitment process
- to carry out money laundering, financial and credit checks and for fraud and crime prevention and detection purposes
- to comply with court orders and exercise and/or defend our legal rights

**Consent** – with your consent:

- HomeServe may process information about you to assess the diversity of applicants, such as your race, ethnic origin, religious beliefs or sexual orientation. We ask for this information on a voluntary basis and the processing of such information has no bearing on the recruitment process or any future employment with HomeServe.
- When recruiting for senior leadership roles, HomeServe will ask candidates to complete a series of psychometric tests, to support us to assess the suitability of the candidate for the role. These tests assess numerical and abstract reasoning, emotional intelligence, and personality types. If this is relevant to the role you have applied for you will be provided with further information in advance and asked to provide consent prior to any assessments being undertaken.
- Retain your application information to consider your suitability for any future employment opportunities and to notify you of them.

Consent can be withdrawn at any time by contacting us using the details provided in the 'Your rights matter' section below.

## Background checks

All roles require a background check which include references, credit and criminal record checks. These checks are only carried out once an offer of employment has been made and are a condition of employment. The results are kept confidential and are not shared with anyone outside of the People Team.

## Sharing personal data with third parties

We do not and will not sell, rent or trade your personal data. We will only disclose your personal data in the ways set out in this privacy notice and in the following circumstances:

- To any entity within the HomeServe Group, which means any subsidiary of the ultimate holding company, HomeServe Limited as required to process your application
- To PSI Services, which support HomeServe to assess the suitability of senior leadership role applicants
- To other financial institutions or regulatory bodies with whom information is shared for money laundering checks, credit risk reduction and other fraud and crime prevention purposes
- To any national and/or international regulatory, enforcement or exchange body or court where we are required to do so by applicable law or regulation or at their request

## Protecting and storing your personal data

We maintain a record retention policy and schedule to make sure we keep a copy of your personal details for no longer than is necessary. If you are unsuccessful in your application, details of your application including any personal information will be retained for a period of 6 months. After this period, we will contact you to let you know we will be deleting your data, unless you provide us with consent to keep it to check your suitability for future opportunities and to notify you of them. If you would prefer us not to store your information for future opportunities, please let us know during the application process or you can contact us at any time using the details provided in the 'Your rights matter' section below.

We are committed to protecting your personal data and maintain appropriate security to protect any personal data you provide us with from improper or accidental disclosure, use, access, loss, modification or damage. At this time we store data inside of the European Economic Area ('EEA'). If at any time in the future we need to transfer to and store it at a destination outside the EEA, we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice, applicable privacy laws and regulations and with our internal policies and standards. We will also update this notice accordingly.

## Your rights matter

If you'd like to see the personal information that we hold about you, you can request a copy at any time. If you find that this information is incorrect you can ask for it to be updated. You can also ask us to stop processing your personal information or request that it is deleted from our systems.

To action any of the above, send an email to: [peopleadminteam@homeserve.co.uk](mailto:peopleadminteam@homeserve.co.uk) or alternatively you can write to us at:

HR Shared Services Team  
HomeServe Membership Ltd  
Cable Drive  
Walsall  
WS2 7BN

You are not required to pay any charge for exercising your rights. If you make a request, we will respond to you within one month.

## Got any worries?

If, at any time, you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information, you can contact the Data Protection Officer. All concerns will be treated with confidence.

Data Protection Officer  
Legal Services  
HomeServe Limited  
Cable Drive  
Walsall  
WS2 7BN  
Email: [Privacy@homeservegroup.co.uk](mailto:Privacy@homeservegroup.co.uk)

If you are still not satisfied with how we've handled your personal information, you can contact the Information Commissioners Office, who will look into this for you. For full details about how to share any concerns you may have, visit [www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)

This notice will be updated from time to time and we will notify you of any changes. The version number and date released will always be listed below:

Version number: 3.0 | Date released: October 2024