



Our Privacy Statement

Our privacy promise applies to our clients, staff, volunteers, or anyone who uses our services. We've included an outline of how, why, and when we obtain and use your personal information, and how we keep it safe and secure.

If there are any queries or concerns about how we use your personal information, please contact our office on 020 3771 8673 or email contact@oneonecoco.co.uk, or write to us at:

Oasis Places, 7 Clements Court, Clements Lane, Ilford, IG1 2QY.

Oasis Places is OneOneCoCo's registered name and it is the 'data controller' in respect of your personal information, and is solely responsible for what happens to it, where it goes, and who sees it ... and you can hold us to account for this.

We will

1. Only collect personal information (or 'data') from those who directly interact with us: clients, staff, volunteers (and/or those who make enquiries) and those who request access to our records.
2. never ever sell your data to third parties for their own marketing needs.
3. collect the minimum personal information we need, limited, where relevant, to your:

Name

Age/date of birth

Gender

Contact number(s)

Email address(es)

Postal address

4. Keep a record of our work with you



5. Progress applications (employment, volunteering, contracting) or any other enquiries

6. keep your data for personal information for:

As long as you are actively involved and only only for as long as necessary after your last interaction with us.

Meeting Records	6 years
Declaration of Interest	6 years
Registration Certificate	Permanently
Insurance Policies	Permanently
Policies	Permanently
Occupancy files	5 years
Care and Placement	
Plans For children	Permanently
Invoices	12 years
Employee information	6 years
References	20 years – or until former employee reaches 65 years
Interview records	1 year

1. only share your personal information with carefully selected third parties or with those where we have a regulatory duty to do so.

But... please be mindful that our website may contain links to and from other websites – partners and affiliates – and they will have their own privacy policies, which we do not accept any responsibility or liability for.

12. If you are unhappy with how we've handled your personal information, or a complaint you've made in respect of this, you have the right to contact the Information Commissioner's Office.

Job applicants and former employees

If you have any queries about the job application process and your privacy please contact: recruitment@oneonecoco.co.uk

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 may ask you to apply online by a third party organisation such as Reed or Indeed.

We ask you for your personal details including name, contact details and will request that you complete an application form. We will also ask you about your previous experience, education, referees (to be provided if you are successful in securing the role) and for answers to questions relevant to the role you have applied for. Those involved in the recruitment will have access to all of this information.



You will also be asked to provide equal opportunities information. This information will not be made available to any staff outside of our recruiting 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 will shortlist applications for interview.

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 OneOneCoCo.

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.

You will be asked to complete a criminal records declaration to declare any unspent convictions.

We will provide your email address to the relevant Disclosure Body to enable an application for a Criminal Record check via the DBS, Disclosure Scotland, or Access NI, which will verify your declaration of unspent convictions.

We will contact your referees, using the details you provide as part of the onboarding checks, directly to obtain references

We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work.

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

The privacy notices of those we work with in recruiting our staff:

DDC – DBS processor – [DDC Privacy Notice](#)

Indeed Privacy – [Indeed Privacy Notice](#)

Reed Recruitment – [Reed Privacy Notice](#)

Your rights

You have the right to:

- Ask what information we hold about you – and be given that information
- Ask us to correct, change, or update any information we hold about you
- Withdraw your consent for us to use your information
- Ask us to delete your information entirely
- Make a complaint or ask any other question in relation to your information



If you wish to do any of the above, please contact us on 020 3771 8673 or email contact@oneonecoco.co.uk

You can also write to us at:

Oasis Places , 7 Clements Court, Clements Lane, Ilford, IG1 2QY

If – having contacted us about the use of your personal information – you are unhappy with our response, you can register a complaint with the [Information Commissioner's Office](#).