



Privacy Notice – Norland Agency and NQN Team

Data Controller:	Norland College Limited York Place London Road Bath BA1 6AE
Contact details:	Stephanie Taylor – Head of HR, Resources and Compliance Telephone – 01225 904056 Email – stephanie.taylor@norland.ac.uk Norland Agency – agency@norland.ac.uk / 01225 904030 NQN team - nqn@norland.ac.uk / 01225 904033

Norland Agency and the Newly Qualified Nanny (NQN) team are recruitment businesses which provide work-finding services / recruitment services to its clients, Norlanders and Newly Qualified Nannies (NQNs). The Norland Agency and the NQN team must process personal data (including sensitive personal data) so that they can provide these services.

This privacy notice applies to Norlanders and NQNs as candidates and alumni, and clients of the Norland Agency and NQN team. You may give your personal details to the Norland Agency and NQN team directly, such as by email or via our website, on a Curriculum Vitae or vacancy registration form. The Norland Agency and NQN team must have a lawful basis for processing your personal data.

For the purposes of providing you with work-finding services, recruitment services and/or information relating to positions relevant to you, we will only use your personal data in accordance with the terms of the following statement.

1. Collection and use of personal data

a. Purpose of processing and legal basis

The Norland Agency and NQN team will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services / recruitment services. The lawful bases we rely upon to offer these services to you are:



- Legitimate interest
- Consent (for sensitive personal data, such as information regarding any criminal convictions under Articles 6 and 9 of the UK GDPR)
- Consent (for sending e-newsletters to clients)

b. Legitimate interest

Where the Norland Agency and NQN team have relied on a legitimate interest as a lawful basis to process your personal data the legitimate interests are as follows:

- For the purposes of providing work-finding services / recruitment services to our clients, Norlanders and NQNs
- For the purposes of keeping in touch with alumni

c. Recipient/s of data

The Norland Agency and NQN team may process your personal data and/or sensitive personal data with the following recipients:

- Customer Relationship Management (CRM) database – clients, Norlanders and NQNs
- Disclosure and Barring Service checks agent – Norlanders and NQNs
- Email newsletter communications software – clients, Norlanders and NQNs
- Mailing House for Norland Now mailing – Norlanders and NQNs
- Offsite file storage (storage and recall of paper files from the Norlander's and NQN's time at college)
- Charity (volunteering) – Norlanders and NQNs
- Au Pair agencies (working in the USA) - Norlanders

d. Statutory/contractual requirement

Personal data is required by law and/or a contractual requirement (e.g. for DBS checks or to enter into a contract of employment). You are obliged to provide personal data and if you do not provide this we will not be able to continue providing work-finding / recruitment services on your behalf.

2. Overseas transfers (Norlanders only)

Norland Agency may transfer information you provide to us, as part of the work-finding service / recruitment service, to countries outside of the UK and European Economic Area ('EEA') for the purposes of providing you with work-finding services / recruitment services. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. We will take steps to ensure adequate protections are in place to ensure the security of your information.

3. Data retention

The Norland Agency and NQN team will retain your personal data only for as long as is necessary.



Different laws require us to keep different data for different periods of time.

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services / recruitment services.

Where the Norland Agency and NQN team has obtained your consent to process your personal and/or sensitive personal data, for example in relation to DBS checks (for Norlanders and NQNs), we will do so in line with our retention policy.

4. Your rights

Please be aware that you have the following data protection rights:

- the right to be informed about the personal data the Norland Agency and NQN team processes on you
- the right of access to the personal data the Norland Agency and NQN team processes on you
- the right to rectification of your personal data
- the right to erasure of your personal data in certain circumstances
- the right to restrict processing of your personal data
- the right to data portability in certain circumstances
- the right to object to the processing of your personal data that was based on a public or legitimate interest
- the right not to be subjected to automated decision making and profiling
- the right to withdraw consent at any time

Where you have consented to the Norland Agency and NQN team processing your personal data and/or sensitive personal data you have the right to withdraw that consent at any time by contacting the Norland Agency or NQN team, York Place, London Road, Bath, BA1 6AE / agency@norland.ac.uk / 01225 904030 or nqn@norland.ac.uk / 01225 904033.

5. Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it, please contact: Stephanie Taylor, Head of HR, Resources and Compliance at Stephanie.taylor@norland.ac.uk.

You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.



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