## Choice Services Logo (2) Human Resources Department

Tel: 028 9044 1416

Our Ref: HR/AP

Dear Applicant

**Re: Post of Commercial Manager**

To help you with your application, you should read the following before completing your form.

We do not accept Curricula Vitae (CV’s). It is, therefore, important that you fully complete each section of our application form, giving the information requested.

LATE APPLICATIONS WILL NOT BE ACCEPTED EVEN IF DELAYED DUE TO TECHNICAL REASONS.

It is the responsibility of each candidate to ensure that all such information is provided. Candidates who fail to provide sufficient information on which a panel might determine their eligibility for the post will not be shortlisted.

You should complete the application form in black ink or in typescript.

We have an equal opportunity policy and endeavour to ensure that selection for jobs, training and promotion is carried out fairly and based on job related criteria. In order for us to properly assess your application, it is important that you complete the form as fully as possible, demonstrating how your skills/experience relate to those described in the advert and Person Specification. The panel may enhance the criteria in order to facilitate short-listing of the post. The panel will shortlist only on the basis of the information provided on your application form.

We also need to monitor the effectiveness of our policy. I would therefore ask you to complete the enclosed monitoring form. Please do not enter your name on this form. When it is completed, place the form in the envelope provided marked "Monitoring Officer". This envelope should then be sealed and returned to the above address with your application form. The monitoring envelope will be held by Choice Monitoring Officer and will not form any part of the selection process.

**The Equal Opportunities Monitoring form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The **closing date** for receipt of application forms is noon, **Friday 4th September 2020** and applications received after this date will not be considered. If you have not been contacted further in writing on or before Friday 2nd October 2020 you will not have been short-listed for interview.

If you have any disability which prevents you from completing the application process, please contact me to discuss what further assistance you require.

The successful candidate will be required to provide proof of essential qualifications and also provide documentary evidence of their eligibility to work in the United Kingdom. We are also committed to adhering to the Access NI Code of Practice in relation to requesting disclosure checks where appropriate and processing information in accordance with the code.

I would like to thank you for the interest you have shown in this post and I look forward to receiving your application form.

Yours sincerely

Lawrence Jackson

Group Director of Organisational Development

Encs.

Thank you for your interest in Choice Services.

We look forward to receiving your completed application form and monitoring form.



**APPLICATION FOR EMPLOYMENT PRIVATE AND CONFIDENTIAL**

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| Position Applied for | Commercial Manager | **Ref** | **CS/CM/0820** |

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| Please complete ALL sections of the application form in BLOCK LETTERS using black ink. |

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| Personal details |

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| --- | --- | --- | --- |
| Last Name: |  | **First Name:** |  |

|  |  |
| --- | --- |
| Address: |  |
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|  |  |
| --- | --- |
| Postcode: |  |
| Email : |  |

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| --- | --- | --- | --- |
| **Home Telephone No.** |  | **Daytime Contact No.** |  |

|  |  |
| --- | --- |
| **E-mail address:** |  |

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| --- |
| **Next of Kin** |

|  |  |  |  |
| --- | --- | --- | --- |
| Last Name: |  | **First Name:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Home Telephone No.** |  | **Daytime Contact No.** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Driving Licence**  Do you hold a full, clean driving licence valid in the UK? | Yes |  | No |  |
| Do you have access to private transport? | Yes |  | No |  |

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| --- | --- |
| **Details of any Holiday Arrangements** |  |

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| 2. Education/Qualifications |

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| --- | --- | --- | --- | --- | --- |
| **Type of Establishment (Name of school not required)** | **Dates** | | Attendance  **Full-Time Day Release Evening etc** | Exams, Degrees & Qualifications  Indicate the year, the type of exam and the subject and grade obtained | |
| **From** | **To** |
| 1. School and Further Education | | | | | |
|  |  |  |  |  |  |
| 1. Professional or Technical Training or Qualifications | | | | | |
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| **3. Current Membership of any Professional Body/Organisation** |
| Please give details: |

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| 4. Employment History |
| **Previous Employment:** Please include any previous experience (paid or unpaid), starting with the most recent first. |

**Current or most recent employer**

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| --- | --- |
| Name of Employer: |  |

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| --- | --- |
| Address: |  |
|  |  |
|  | |  |  | | --- | --- | | Postcode: |  | |

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| --- | --- |
| Position Held: |  |

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| --- | --- | --- | --- |
| Date Started: |  | Leaving Date: |  |
| Reason for Leaving: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Salary on  leaving this post: |  | Contact Name of Line Manager for reference: |  |

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| --- |
| **Brief description of duties:** |
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**Previous employer**

|  |  |
| --- | --- |
| Name of Employer: |  |

|  |  |
| --- | --- |
| Address: |  |
|  |  |
|  | |  |  | | --- | --- | | Postcode: |  | |

|  |  |
| --- | --- |
| Position Held: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Date Started: |  | Leaving Date: |  |
| Reason for leaving: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Salary on  leaving this post: |  | Contact Name of Line Manager for reference |  |

|  |
| --- |
| **Brief description of duties:** |
|  | |
|  | |

**Previous employer**

|  |  |
| --- | --- |
| Name of Employer: |  |

|  |  |
| --- | --- |
| Address: |  |
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|  | |  |  | | --- | --- | | Postcode: |  | |

|  |  |
| --- | --- |
| Position Held: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Date Started: |  | Leaving Date: |  |
| Reason for Leaving |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Salary on  leaving this post: |  | Contact Name of Line Manager for reference |  |

|  |
| --- |
| **Brief description of duties:** |
|  | |
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Continue on separate sheet if necessary

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| 5. Information in support of your application |
| **Skills, abilities and experience**  Please use this section to demonstrate why you think you would be suitable for the post by reference to the job description and person specification (and by giving examples). Please include all relevant information, whether obtained through formal employment or voluntary/leisure activities. |
| **Essential Criteria** |
| **1. A technical knowledge of building maintenance \ facilities management operations.** |
| **2. A minimum of 2 years experience in a role that involves significant Commercial Management.** |
| **3. Experience of contracts in the maintenance and facilities management sector eg NEC, JCT, PPP.** |
| **4. Experience in monitoring costs against budget.** |
| **Desirable Criteria** |
| * **A minimum of 5 years work experience in the property, maintenance, facilities management or services sector.** * **Must hold membership of a professional body eg RICS, IWFM, CIOB, CIBSE or similar.** |
| Continue on a separate sheet if necessary |

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| 6. DATA PROTECTION |

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| During your period of employment and for as long a period of necessary following your employment, Choice Housing Ireland Limited will hold and process both electronically and manually, the data it collects in relation to you for the purposes of Choice Services administration and management of its business. |
| 7. RELATIONSHIP TO COMMITTEE MEMBER OR EMPLOYEE OF CHOICE HOUSING IRELAND LTD |
| To the best of your knowledge are you related to any Board/ Committee Member or Employee of Choice?  **Yes/No**  If yes, what is the nature of that relationship? |

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| 8. References |

Please give the names and addresses of two persons who have agreed to act as referees. Your 1st referee must be someone from your current or most recent employer who has a management position or line managementresponsibilities.(References may be taken up without further notice).

|  |  |  |  |
| --- | --- | --- | --- |
| **1st Referee** (With Knowledge of your career) | | **2nd Referee** | |
| **Name** |  | **Name** |  |
| **Address** |  | **Address** |  |
| **Occupation** |  | **Occupation** |  |
| **Telephone** |  | **Telephone** |  |
| **Email** |  | **Email** |  |

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| 9. Declaration |

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| I hereby declare that the information given in this application is, to the best of my knowledge, true and correct. I also agree that any misrepresentation by me will lead to the withdrawal of any offer of employment or my employment being terminated without any obligation or liability to Choice Services other than for services rendered.  I understand that I may be required to undergo a medical examination if considered necessary. I understand that failure to complete any part of the application procedure, including all forms, may disqualify me from further consideration for the position.  I consent to personal data being processed as stated above. |

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| Signed: |  | **Date:** |  |
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We are committed to adhering to the Access NI Code of Practice in relation to requesting disclosure checks where appropriate and processing information in accordance with the code. Choice has a policy on the Recruitment of Ex-Offenders and it is available upon request (email [recruitment@choice-housing.org](mailto:recruitment@choice-housing.org)). A criminal record will not necessarily be a bar to an applicant obtaining this role.

This role will require a Basic Disclosure.

*Please return to:-*

Choice Services, HR Dept, Leslie Morrell House, 37- 41 May Street,Belfast, BT1 4DN

or via [recruitment@choice-housing.org](mailto:recruitment@choice-housing.org)

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| **ADDITIONAL INFORMATION** |

Thank you for your expression of interest in the post of with Choice Services. We hope the additional information below is helpful.

* Hours: 40 hours per week, Monday to Friday
* Location: TheOffice is currently located at Maple House, Belfast but the office will relocate within the next few years within south Belfast. As our work is all Ireland, there will be travel to RoI.
* Salary: £40K – 48K
* Annual leave entitlement: 25 days per year
* Public / Customary Holidays: New Year's Day, St Patrick's Day, Easter Monday, Easter Tuesday, May Day, Spring Bank Holiday, 12th and 13th July, August Bank Holiday, Christmas Day, Boxing Day and one other day around Christmas/New Year period as will be specified by the Association.
* A no smoking policy exists at Choice offices.
* This post is subject to a 9 month probationary period.
* All staff are required to maintain and uphold the Association’s policies and procedures.

***NB:*** *The Association through a structure of subsidiary companies is seeking to develop housing schemes throughout Ireland; therefore travel outside Northern Ireland may be necessary.*

***Please use these notes to assist you in completing your application.***

1. Use the Job Description and Person Specification to assist you in assessing if you meet the criteria for this post.
2. Criteria may be enhanced to facilitate shortlisting.
3. The panel will shortlist only on the basis of the information provided.

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**Commercial Manager**

**Choice Services**

**Job Description and Person Specification**

**Job Description**

**Job Title: Commercial Manager**

**Main Scope of Job:** Financial and commercialmanagement of contracts, negotiating and agreeing contracts with clients and sub-contractors, driving improved performance.

**Responsible to:** Managing Director

**Overview of Post:** To undertake financial and commercialmanagement of contracts including a complex Public Private Partnership (PPP) contract, manage risk, negotiating and agreeing contracts with clients and sub-contractors, driving improved performance in commercial aspects of contracts. Contribute to future growth in Choice Services via contract renewals and new business.

**Location:** TheOffice is currently located at Maple House, Belfast but the office will relocate within the next few years within south Belfast. As our work is all Ireland, there will be travel to RoI.

**About Us**

This post is within Choice Services which is part of the Choice Housing Group and also includes Oaklee Housing. Choice Housing manage over 11,000 housing units throughout Ireland. Choice Services hold a number of contracts to provide maintenance and property services including the Social Housing Bundle 1 PPP project. Most contracts are provided via a fixed price model or using NHMF Schedule of Rates.

**Duties**

1. **Customer**
2. To provide an efficient Commercial Management service to clients and the Choice Services team.
3. To monitor the PPP contract Payment Mechanism and ensure data reporting is correct.
4. To ensure that contracts and Service Level Agreements with clients are complied with on an ongoing basis.
5. Ensure the business provides added value to our clients.
6. To ensure that the work undertaken by the team meets the high standards expected from Choice.
7. To assist in contract renewals and developing new business.
8. To develop a continuously improving, customer focused service and implement best practice.
9. **Operational**
10. To ensure value for money in the provision of our services.
11. To develop contract and operations budgets and monitor progress against these.
12. Review costs for maintenance projects \ works against NHMF Schedule of Rates (SoRs)
13. Maintain the Choice Services Risk Register in line with Group requirements.
14. Attend PPP monthly payment mechanism \ commercial meetings.
15. Ensure that Insurances in place reflect operations.
16. Ensure suppliers contracts are up to date and liaise with the Procurement Department on any procurements.
17. Operate within the designated levels of authority and ensure that all staff are working to the same.
18. The post-holder will be responsible for preparing and presenting papers to the Board.
19. **Internal Processes**
20. To liaise with other staff eg Managers, Supervisors, Engineers, HSQE Manager, Housing Managers, Finance and other organisation staff to ensure compliance with all processes.
21. To ensure that all contract terms (eg NEC and PPP) and conditions with clients are met.
22. To proactively update and develop our management information system (currently Connect from TotalMobile)
23. To ensure all contract and work order financial records are up to date and accurate.
24. **Organisational Growth & Learning**
25. To encourage, manage and conduct performance reviews ensuring objectives are met throughout the year and provide feedback to assist in improving the overall service.
26. To help the business grow through developing new work streams.
27. To assist in HR issues; recruitment, selection and performance management
28. To advise and assist management in any matters arising.
29. To mentor other staff on good working practices.
30. To carry out any other duties as may, from time to time, be required.

**GENERAL**

Staff are required to be flexible in their work and co-operate with their colleagues for the efficient, effective and economic operation of Choice Services and carry out any other duties within reason and competence. Our service is 365 day, 24/7 and staff are expected to be flexible.

Staff may be required to undertake a secondment or placement elsewhere, and Choice reserves the right to make such an arrangement where it believes it will benefit Choice.

**Successful applicants will be required to undertake AccessNI vetting.**

**More information about the Choice Group can be viewed at:**

**Choice Services:** [**http://choice-servicesltd.org/**](http://choice-servicesltd.org/)

**Choice Housing:** [**https://www.choice-housing.org/**](https://www.choice-housing.org/)

**Oaklee Housing:** [**https://www.oaklee.ie/**](https://www.oaklee.ie/)

**Commercial Manager – Choice Services**

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|  | | | ESSENTIAL | DESIRABLE |
|  | | |  |  |
|  | SKILLS AND ABILITIES |  |  |  |
| * A technical knowledge of building maintenance \ facilities management operations. | | | **X** |  |
| * A minimum of 2 years experience in a role that involves significant Commercial Management. | | | **X** |  |
| * Experience of contracts in the maintenance and facilities management sector eg NEC, JCT, PPP. | | | **X** |  |
| * Experience in monitoring costs against budget. | | | **X** |  |
| * Experience in Schedules of Rates | | |  | X |
|  |  | |  |  |
|  | EDUCATION AND EXPERIENCE |  |  |  |
| * A minimum of 5 years work experience in the property, maintenance, facilities management or services sector. | | |  | X |
| * Must hold membership of a professional body eg RICS, IWFM, CIOB, CIBSE or similar. | | |  | X |

Ref No: **CS/CM/0820**

**MONITORING FORM**

**Equal Opportunity Monitoring Form:**

**Please note, this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

Choice is committed to promoting equality and diversity. It is our policy to provide employment equality to all, irrespective of gender, including gender reassignment, marital or civil partnership status, having or not having dependants, religious belief or political opinion, race, disability, sexual orientation and age.

In order to demonstrate our commitment to equality of opportunity and meet our obligations under Equal Opportunities, Fair Employment legislation and Section 75, we are required to monitor the religious affiliation, sex, marital status, family status and sexual orientation of all our job applicants.

The information you are asked to supply below will be treated in the strictest confidence and protected from misuse. This information will not be available to anyone making decisions about your application and will be used for monitoring purposes only.

Please answer each of the questions below by ticking the appropriate box.

1. **What is your Community Background?**

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am a member of neither the Protestant nor

the Roman Catholic community

2. **Are you Male or Female?**

I am Male

I am Female

3. **What is your marital status?**

Married

Single

Other

4. **What is your family status?** Other

No caring responsibilities

Care for children

Care for other relative

5. **Ethnic Origin**

Please state your ethnic group

**OR** tick one or more of the following, as appropriate:

African

Bangladesh

Chinese

Caribbean

Indian

Irish Traveller

Pakistani

White

Mixed Ethnic Group

6. **Please state your date of birth:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. **Disability**

In accordance with the Disability Discrimination Act 1995, a person has a disability if they have a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities.

In accordance with the above definition do you have a disability? **Yes**  **No**

If yes, please provide details. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**8. Sexual Orientation**

The Employment Equality (Sexual Orientation) Regulations (NI) 2008 make it unlawful for employers and others to discriminate on grounds of sexual orientation in the areas of employment, vocational training and further and higher education.

My Sexual Orientation is towards someone:

* Of the same sex
* A different sex
* Both

Thank you for your co-operation.

**THIS FORM ONLY SHOULD BE PLACED IN AN ENVELOPE MARKED "MONITORING OFFICER".**

**CHOICE SERVICES EMPLOYEE PRIVACY NOTICE**

Choice Services is committed to protecting your privacy and complying with the General Data Protection Regulation (GDPR). This Privacy Notice sets out the basis by which we collect, use and disclose the personal data of our employees, as well as your rights in respect of such personal data.

We may update this Privacy Notice from time to time, to take account of changes or updates to processes, and will publish an up to date copy of the Privacy Notice on our intranet.

**What is Personal Data?**

Personal data is information relating to an identified person or to a person that we can identify (directly or indirectly) from that data alone or in combination with other identifiers we possess or can reasonably access.

**Data Protection Principles**

We will comply with the data protection principles when gathering and using personal information as set out below:

* + 1. Processed lawfully, fairly and in a transparent manner (Lawfulness, Fairness and Transparency).
    2. Collected only for specified, explicit and legitimate purposes (Purpose Limitation).
    3. Adequate, relevant and limited to what is necessary in relation to the purposes for which it is Processed (Data Minimisation).
    4. Accurate and where necessary kept up to date (Accuracy).
    5. Not kept in a form which permits identification of Data Subjects for longer than is necessary for the purposes for which the data is Processed (Storage Limitation).
    6. Processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful Processing and against accidental loss, destruction or damage (Security, Integrity and Confidentiality).
    7. Not transferred to another country without appropriate safeguards being in place (Transfer Limitation).
    8. Made available to Data Subjects and Data Subjects allowed to exercise certain rights in relation to their Personal Data (Data Subject's Rights and Requests).

**How do we collect your Personal Data?**

We may collect your personal data in a number of ways, for example:

* when you register with us for recruitment and vacancy updates;
* when you complete customer satisfaction surveys;
* when you apply for a vacancy within Choice Services;
* when we collect data through the implementation of any HR Employee Relations Policies e.g. Disciplinary/Grievance etc;
* from your personnel records and other employees;
* from your Trade Union;
* from the Home Office;
* when we collect data from you as part of a statutory or contractual requirement for example Bank details;
* in the course of managing your employment with Choice Services, for example Payroll & pension administrators;
* personal contact details you provide to Human Resources; when you use any HR services;
* when we receive your personal data from third parties, for example health professionals, recruitment agencies, consultants and other professionals we may engage;
* Monitoring of our computer systems;
* Email, intranet and internet facilities, telephones, voicemail, mobile phone records;
* CCTV and
* Swipe card system and time management system

**What type of Personal Data do we collect?**

We may collect the following types of Personal Data:-

* your name, address, email address, telephone number, image and other contact information that allow us to meet our organisational and statutory obligations to you as your employer;
* details of family members and Next of Kin details;
* information collected during a recruitment process that we retain during your employment;
* details of salary & benefits (including pensions), bank details, personal public service (PPS) number and tax information, your age;
* nationality & immigration status and information from related documents, such as your passport or other identification and immigration information;
* car Insurance details (for Essential Car Users);
* driver License details (for Essential Car Users);
* sickness and absence records;
* expressions of opinion about you or your actions and behaviours in the course of implementing HR policies such as appraisals, attendance, disciplinary and grievance issues;
* information about your use of our IT, communication and other systems and other monitoring information; and
* details in references about you that we give to others.

Some of the information we collect about you may include Sensitive Personal Data. Sensitive Personal Data is information revealing racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual life, sexual orientation, biometric or genetic data, and Personal Data relating to criminal offences and convictions.

**The basis on which we will process your Personal Data**

Processing means any activity that involves the use of Personal Data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transmitting or transferring Personal Data to third parties.

The legal basis on which we will process your Personal Data will fall within one of the following:

* the processing is necessary for the purposes of the legitimate interests of Choice Services(which are the provision of housing services & the effective management of the Company);
* the processing is necessary for compliance with any legal obligation to which Choice Services is subject, such as employment protection and health and safety legislation;
* the processing is necessary for the performance of a contract to which you are a party or in order to take steps to enter into a contract; or
* the processing is necessary to protect your vital interests or another person.

**How will we use your Personal Data?**

We may use your personal data in the following ways:

* to ensure that the information we hold about you is kept up-to-date;
* to deal with any employee/employer related disputes that may arise;
* for assessment and analysis purposes to help improve the operation of, and manage the performance of, our business;
* to prevent, detect and prosecute fraud and other crime;
* to comply with legal obligations e.g. HMRC, , payroll and pensions.

In order to manage the business we will use information which personally identifies you however, we may also use consolidated information. We may share your personal data:

* with our employees, or professional advisors;
* with other third party suppliers who provide services to us, such as, recruitment consultants, payroll administrators, pension administrators, benefit providers, occupational health service providers; and
* where we are under a legal obligation to do so, for example where we are required to share information under statute, to prevent fraud and other criminal offences or because of a Court Order for example Irish Human Rights and Equality Commission, HMRC, or the /Garda Siochana.

**Transferring personal data outside the EEA**

It is unlikely that we will transfer your personal details outside of the EEA. If we do need to transfer your data to a country outside the EEA we will take appropriate steps to ensure the security of that data.

**Your Rights**

As an employee, under Data Protection you have rights which include:-

* confirmation that your personal data is being processed;
* access to your data; and
* to be provided with supplementary information about the processing i.e. purposes of the processing, categories of data processed, retention periods, employee rights regarding rectification, erasure and to restrict or object to processing.

If you wish to exercise any of your rights above you should contact Human Resources.

If you wish to request a copy of the information that we hold you should contact Corporate Services.

Your data will not be used for marketing purposes unless we have your consent. You will have the right to withdraw your consent.

If you have any queries about this notice please contact Julie Fleming, HR Manager.

**Retention of Personal Data**

We keep your information during and after your employment for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our Procedure for the Retention and Disposal of Files.

We will ensure that personal data is disposed of securely.

**Security**

The security of your Personal Data is very important to us. We will ensure that we have in place appropriate technical and organisational measures to prevent unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to Personal Data. We also have procedures in place to deal with any suspected data security breach. We will notify you and the Information Commissioner of a suspected data security breach where we are legally required to do so.

**How to Complain**

We hope that Choice Services can resolve any query or concern you raise about our use of your information. If not, you can contact the Information Commissioner for further information about your rights and how to make a formal complaint.