

The GDPR and Recruitment

The EU's General Data Protection Regulation (GDPR) comes into force on May 25 2018, enforcing a strict set of new rules concerning privacy and data security and imposing large penalties on violators - up to 4% of an organisation's annual worldwide turnover or €20 million, whichever is greater.

The severity of the fines going to be imposed means this is a hot topic for all organisations dealing with personal information, and with less than a year to go before the fines potentially start being applied the time to implement solutions is rapidly running out.

At Hollaroo we are proud that data protection and security have been at the heart of our technology since its inception. Our systems are already fully compliant with the new legislation and we are working with our clients to support their internal audit processes.

To support our existing and future clients we have produced the following document to summarise the relevant elements of GDPR for collecting, retaining and processing candidate information. We highlight the most significant aspects and provide a checklist to help start the compliance process.

For those concerned about the potential risk of fines, Hollaroo offers quick and easy-to- implement solutions for Referrals, Onboarding and long-term Talent Engagement that are fully GDPR compliant.

Key Elements of GDPR

The GDPR is wide-ranging and there is a lot of confusion about what is required. In the context of recruitment, and particularly candidate information, the key elements are:

Consent – this must be specific for purpose, explicit and a record must be kept of when consent is given.

Retention – there must be verifiable policy and process in place for managing a period of data retention.

Access – the person whose data you are storing must be able to see what data you have and be able to notify you of any updates or errors.

Remove – the person has the right to withdraw consent and receive assurance that all information is deleted.

Storage – where you store data must be secure by design and ideally the data should be encrypted.

Access Control – you should be able to control who has access to the data and have an audit trail in case of a data breach.

Alongside this there are much more comprehensive requirements to hold documentation about your processes and also show that your suppliers are in compliance as well.

Many of the requirements are simply a continuation of existing data protection legislation. The most significant change is the “informed consent” requirement. The other reason that the GDPR is so important is that the huge potential fines make the cost of non-compliance much higher.



How this applies to Recruitment

Here are some examples of how the GDPR elements apply in the recruitment context:

Consent – you can no longer assume that if someone applies for a job they have also consented to you retaining their information afterwards. You need to get their consent again if you want to store their details for future roles.

Retention – how long you plan to retain someone’s data needs to be stated in the privacy statement and needs to be justified.

Access – if a person has submitted an application to you is it easy for them to see what information you have and correct it if necessary?

Removal – you need to make sure that if a person asks for their data to be removed you can comply. This includes not just their details but also identifiable records of their activity.

Storage & Access Control – spreadsheets, email inboxes and managers’ drawers will no longer be acceptable places to store candidate information!

A suggested checklist

1. Appoint someone to take ownership of the process. Your organisation should already have a Data Protection Officer so get them involved.
2. List out all the places where you currently store/process candidate information.
3. For each process, document what information you store, why you need to keep it and for how long, and how securely it is stored.
4. Where you use external suppliers, get them to provide this information as well as an updated copy of their data security policy. You will probably need to update their contract as well.
5. Identify places where you are not complying and what needs to be changed.
6. Update your privacy policies and add new ways to gain consent as necessary.
7. Think about what you will need to do if someone asks for their data to be removed or provided to them.

Further Information

<https://ico.org.uk/media/for-organisations/documents/1624219/preparing-for-the-gdpr-12-steps.pdf>

Become compliant by design

It is clear that the introduction of GDPR requires some fundamental changes to your recruitment practices, particularly around consent. However, GDPR is also an opportunity to review your processes and benefit from introducing modern concepts and technology. Forward-thinking organisations will use this to become compliant by design.

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Hollaroo and the GDPR

Hollaroo technology has been built with security and consent in mind from the start – and so is fully GDPR compliant by design.

	Compliance	Details
Consent	✓	Even when they have been added by a third-party each new member is taken through a defined consent process before their data is visible.
Retention	✓	Automated tools can be set to flag members after defined time periods, re-obtaining consent can also be automated.
Access	✓	Members have full access to their own data and can review and update as necessary.
Removal	✓	There is an automated process that archives a user and all of their personally identifiable information with one click.
Storage	✓	All data is encrypted and protected by enterprise-class levels of security.
Access Control	✓	All activity is tracked and audited down to a granular level.

hollaroo **refer**

The key to compliance is collecting and recording the consent of the referred person and this is part of our unique “Anytime Referrals” process. Very simple and easy to implement, you can have a compliant solution that delivers five-times as many referrals in as little as two weeks.

hollaroo **engage**

Solving the problem of how to stay engaged with talent discovered via marketing activity, search or previous campaigns, Hollaroo also ensures that specific consent is obtained as part of the process. Over long periods of time the solution also gives candidates access to their data so they can keep it fresh and accurate.

hollaroo **onboard**

Again, refreshing consent as the candidate moves into the next stage of the process. Managing the transition from candidate to employee in a consistent manner so there is a continuous record of compliance.

Contact Us

We are proud to have built fully GDPR compliant solutions from the start and would be delighted to help you through this process. If we can help please call us on +44 (0) 1727 298081 or email us at getintouch@hollaroo.com.

