

PRIVACY POLICY

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Thank you for visiting www.onlinecrbcheck.co.uk, www.onlinedbscheck.co.uk (**Website**).

This Website is operated by Access Personal Checking Services Ltd (registered number 07399692) which has its registered office address at Access Personal Checking Services Ltd Unit 5, The Courtyard, Old Court House Road, Bromborough, Wirral CH62 4UE.

References in this Privacy Policy to “we”, “us”, “our” and “ourselves” are references to Access Personal Checking Services Ltd. We are the ‘controller’ for the purposes of data protection legislation and we are responsible for the processing of your personal information.

We may also act as a ‘processor in the course of our business operations.

Our authorised representative responsible for dealing with questions in relation to this Privacy Policy is Mark Gardner. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact him using the details set out in the ‘How to contact us’ section below.

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on:

- the personal information we collect about you
- what we do with your information, and
- who your information might be shared with.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

This Website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Website, we encourage you to read the privacy policy of every website you visit.

What information we collect?

Personal information provided by you

Information that you provide by filling in forms on our Website or corresponding with us by telephone or email. This includes information provided at the time of registering to use our Website, ordering any products or services described on our Website, posting any information or material or requesting further services.

This Website is not intended for anyone below the age of 16 and we do not knowingly collect data relating to anyone below the age of 16.

Where you make an enquiry, you may choose to give us data such as your name, address, telephone number or email address. If this is the case, the data received will be kept for 6 months. The data is kept for this period to allow for any follow up enquiries and/or information.

If we ask you for personal information, we will:

- make sure you know why we need it;
- only ask for what we need;
- make sure nobody has access to it who shouldn't;
- keep it securely;
- let you know if we share it with other organisations;
- ask you to agree to us sharing your information where you have a choice;
- only keep it for as long as we need to;
- not make it available for commercial use (such as marketing) without your permission;
- have procedures in place for dealing promptly with any disputes / complaints.

It is important that the personal data we hold about you is accurate and current. Please provide us with accurate information and keep us informed if your personal data changes during your relationship with us.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

Personal information provided by third parties

We may receive information about you from other sources (such as credit reference agencies, the Disclosure & Barring Service, Disclosure Scotland, Access NI, NCTL and the Department of Education), which we will add to the information we already hold about you in order to help us provide services to you. In certain circumstances we will share information with third parties where we are legally permitted to do so, for example in relation to:

- prevention and detection of crime;
- apprehension and prosecution of offenders.

Basic Disclosure - DBS

If you are submitting your application for the purpose of a Basic Disclosure within your application you will be asked to provide the following information:- What is the purpose of this disclosure? (employment or personal interest). Is the place of employment in England or Wales? If the answer is Yes then see below. If the answer is no, please see section Basic Disclosure – Disclosure Scotland.

Information you enter through the online system for a Basic DBS Disclosure may include:- Date of birth, Title, forename, any middle names, surname, any previous names/surnames, gender, place of birth (town), birth county, Birth Nationality email address, home landline number, mobile number, mothers' maiden name, national insurance number, passport details, driving licence details, do you have a DBS profile number? (please note you will have been given one of these if you have already undertaken a DBS Basic Disclosure check). 5 year address history. You must provide all other

addresses where you have lived in the last 5 years. There must be no gaps in dates and no overlapping dates with the exception that the month that you left one property must be the same as the month that you started living in a new property. You will be asked the question 'Can APCS view your certificate when issued'? which means 'Do you wish to provide consent to lead contact of the Registered Organisation (APCS) to view your online DBS certificate when it has been issued?' If you select the 'Yes' option, the Accountable Officer of the RO (APCS) will be able to view an electronic image of your certificate and if applicable could make a recruitment decision based on that information. You can remove or amend consent once your Basic check has been completed from your DBS account which you will need to create. You will receive information from the Disclosure & Barring Service on how to do this once you have submitted your application. Do you want a paper copy of your certificate?

Also within your application you will be asked the question 'Consented 3rd Party Email Address' which means 'Enter the third party email address to provide consent to view your DBS certificate once it is issued. This should match the email address registered for the recipients DBS online account'. Therefore if you enter an email address in response to this question the person that address belongs to will be able to view an electronic image of your certificate and if applicable could make a recruitment decision based on that information. You can remove or amend consent once your Basic check has been completed from your DBS account which you will need to create.

If you give consent on your application to an Accountable Officer and/or a 3rd Party and your DBS certificate contains conviction information, the consent to view an electronic image of your certificate will automatically be removed. You can reinstate this consent using your DBS online account.

Within your application for a Basic Disclosure you can choose to receive a paper certificate. This can be sent to your current address or you can send it to another address. This does not have to be your own address, you can send it to another recipient, for example your employer. If you choose to have your paper certificate sent to another person this person will be able to view your certificate before you have had an opportunity to check that your details on the certificate are correct.

Within your application we ask you for your email address in order to provide an update on the progress of your application and a way in which we can contact you should we need to contact you about your application.

Access Personal Checking Services Ltd will obtain an electronic result once your application is completed containing the following wording 'Certificate contains no information' or 'Please wait to view applicant certificate.' If you do not wish to consent to this result being received you should not submit your application through Access Personal Checking Services Ltd.

We may also share information with organisations or individuals you have provided consent for. This will only occur where you choose to allow the sharing to take place.

Basic Disclosure - Disclosure Scotland

If you are submitting your application for the purpose of a Basic Disclosure and you live in Scotland or overseas address then your application will be processed by Disclosure Scotland (DS).

Information you enter through the online system for a Basic DS Disclosure may include:- Date of birth, Title, forename, any middle names, surname, any previous names/surnames, gender, place of birth (town), birth county, Birth Nationality email address, home landline number, mobile number, mothers' maiden name, national insurance number, passport details, driving licence details, 5 year address history. You must provide all other addresses where you have lived in the last 5 years. There must be no gaps in dates and no overlapping dates with the exception that the month that you left one property must be the same as the month that you started living in a new property. You will be asked whether you have any unspent criminal convictions. Please note most convictions become spent after a period of time and, after that time, no longer have to be disclosed. Please note that whether Yes or No has been entered the results of the check will remain the same. Please note that if you are completing this form for employment purposes by not disclosing whether you have conviction history may be further explored by your employing organisation and could lead to disciplinary proceedings. Access Personal checking service Ltd will then ask for your consent for the following:-

Access Personal Checking Service Ltd (APCS) is intending to submit an application to Disclosure Scotland for a basic disclosure on behalf of Access Personal Checking Services Ltd. The Basic Disclosure certificate will contain information about any unspent convictions held in your name, or confirm that no such convictions exist.

By ticking the box in the consent and writing your full name in the space provided you confirm you are giving your freely provided consent to:

- a). APCS submitting a single application to Disclosure Scotland on behalf of Access Personal Checking Services Ltd for a basic disclosure certificate.
- b). Disclosure Scotland advising APCS by e-mail whether or not your basic disclosure contains information about unspent convictions, and posting the Disclosure Certificate to APCS.
- c). APCS sending the e-mail and certificate on to the organisation that requested for the application. The e-mail and certificate to be sent to a named individual at the organisation that asked you to complete the online form who has signed an agreement to abide by Disclosure Scotland's Code of Practice regarding security and confidentiality of disclosure information. This individual will receive and view your basic disclosure certificate prior to you seeing it.

Declaration by the applicant. You will be required to put a tick in the box, by doing so you confirm that the information that you provided in support of your application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.

Within your application for a Basic Disclosure – Disclosure Scotland you will receive a paper certificate. This can be sent to your current address or you can send it to another address. This does not have to be your own address, you can send it to another recipient, for example your employer.

Standard & Enhanced Disclosure - DBS

If you are submitting your application for the purpose of a Standard or Enhanced DBS within your application you will be asked to provide the following information:-

Date of birth, Title, forename, any middle names, surname, any previous names/surnames, gender, place of birth (town), birth county, Birth Nationality email address, home landline number, mobile number, mothers' maiden name, national insurance number, passport details, driving licence details, 5 year address history. You must provide all other addresses where you have lived in the last 5 years. There must be no gaps in dates and no overlapping dates with the exception that the month that you left one property must be the same as the month that you started living in a new property. You will be asked whether you have any convictions, cautions, reprimands or final warnings, which would not be filtered in line with current guidance. Guidance on filtering can be found on the DBS website <https://www.gov.uk/government/publications/dbs-filtering-guidance/dbs-filtering-guide>.

Please note that if you are completing this form for employment purposes by not disclosing whether you have conviction history may be further explored by your employing organisation and could lead to disciplinary proceedings. DBS Statement of Fair Processing - The Disclosure and Barring Service will refer the details provided on this application form to government and law enforcement bodies in accordance with any relevant legislation. The details provided to these bodies will be used for identifying possible matches to records held by them. Where such a match is established, data may be released to the DBS for inclusion on any certificate issued. The details provided on this form may be used to update the records held by the bodies specified above. The details provided on the application form may be used to verify your identity for authentication purposes. The DBS may use any information provided by the DBS on a certificate or otherwise held by the DBS to inform any of its barring decisions made under its powers within the Safeguarding Vulnerable Groups Act 2006.

Where it states "Declaration by the applicant" you will be required to place a tick in the box to confirm that the information that you have provided in support of your application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence. You will be required to enter your full name to confirm and confirm the date of declaration which is the date in which you entered the details.

Standard & Enhanced Disclosure – Access NI

If you are submitting your application for the purpose of a Standard or Enhanced Access NI within your application you will be asked to provide the following information:-

Date of birth, title, forename, any middle names, surname, any previous names/surnames, gender, place of birth (town), birth county, Birth nationality, email address, home landline number, mobile

number, Mothers' maiden name, national insurance number, passport details, driving licence details, 5 year address history. You must provide all other addresses where you have lived in the last 5 years. There must be no gaps in dates and no overlapping dates with the exception that the month that you left one property must be the same as the month that you started living in a new property. In the online application you will also be asked to give your consent to the following:-

- The information I have provided in support of this application is complete and true. I will supply AccessNI with any additional information required to verify the information provided in this application. I understand that knowingly to make a false statement in this application is a criminal offence
- AccessNI may use the information I have supplied on this form to verify my identity
- AccessNI may use the information I have supplied on this form for the purposes of the prevention or detection of crime.
- AccessNI may pass the information I have supplied on this form, and any other information I have supplied in support of this application to other Government organisations and law enforcement agencies.

There will be a check box for you to confirm that you have read and understood the information above
Information on this form will be treated in confidence.

AccessNI is registered with the Information Commissioner. Data supplied by you on this form will be processed in accordance with the provisions of the General Data Protection Regulations.

Please note you must be at least 16 years old to make a Standard/Enhanced application.

Filtering criminal records – Access NI

Sometimes details of your criminal record won't appear on your Access NI disclosure certificate. This is called 'filtering'. AccessNI filters convictions and cautions for minor or certain old offences from standard and enhanced checks. Filtering does not remove convictions for serious offences or convictions that resulted in a prison sentence. Guidance on filtering can be found on the AccessNI website <https://www.nidirect.gov.uk/articles/information-disclosed-in-a-criminal-record-check>.

Once you have submitted your application

Once you have completed your application, the next stage will be to get your application details checked against your ID documents. Your employer or organisation that requested you to get the check done will have arranged this, or may get in touch with you to do so. Once your application details have been verified, your application can be submitted for processing to the DBS or Disclosure Scotland or Access NI.

You can check the progress of your application at any time by logging back in to your account (found on the website www.onlinecrbcheck.co.uk or www.onlinedbscheck.co.uk) and this will take you to a summary page with the current status of your application.



Access Personal Checking Services Ltd

If you have any queries regarding your application, please contact APCS on 0845 643 1145 or alternatively via email enquiries@accesspcs.co.uk.

If your application has been submitted to Disclosure Scotland their privacy policy can be found here:- www.mygov.scot/privacy/

If your application has been submitted to Disclosure & Barring Service for Standard/Enhanced DBS check their privacy policy can be found here:- www.gov.uk/government/publications/dbs-privacypolicy/dbs-privacy-policy

If your application has been submitted to Disclosure & Barring Service for Basic DBS Disclosure their privacy policy can be found here:- www.gov.uk/government/publications/dbs-privacy-policies-forbasic-checks

If your application has been submitted to Access NI for a Standard or Enhanced Access NI their privacy policy can be found here:- www.nidirect.gov.uk/articles/your-privacy

Management reporting system

We give the client organisation secure access to a management reporting system which shows the following data regarding the application and the applicant: Customer/organisation Name, Branch Name, ID Checker Name, User ID, Applicant Surname, Applicant Forename, Position Applied For, DBS Ref No, Level of Disclosure, Disclosure Number, Issue Date, Work Force, whether the application was for a Volunteer position, whether the position involves working with children, whether the position involves working with Vulnerable Adults and whether the position will be working in the person's own home.

Personal information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices;
- give consent to the transfer of his/her personal data abroad; and
- give consent to the processing of his/her personal data.

Monitoring and recording communications

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our Website. We use cookies on our Website.

For example, we may monitor how many times you visit the Website, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our Website features may not function as a result.

For further information on our use of cookies please see our Website cookie policy.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

How will we use the information about you?

We collect information about you so that we can:

- identify you and manage any accounts you hold with us;
- process your order;
- provide services to you and/or the client organisation;
- conduct research, statistical analysis and behavioural analysis;
- carry out customer profiling and analyse your purchasing preferences;
- if you agree, let you know about other products or services that may be of interest to you — see 'Marketing' section below;
- detect and prevent fraud;
- do due diligence checks;
- customise our Website and its content to your particular preferences;
- notify you of any changes to our Website or to our services that may affect you; carry out security vetting; and improve our services.

Legal basis

Due to the nature of the services we provide, in general we rely on consent as a legal basis for processing your personal data. In some cases, we will process your personal data in order to perform the contract we are about to enter into or have entered into with you or the client organisation, or where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.

We usually do not collect the following Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). In the event we intend to do so, we will always obtain your explicit consent for any processing of this data.

We kindly request that you do not provide us with any Special Category Data unless you are specifically requested to do so.

Who your information might be shared with

In addition to the organisations set out above, we may disclose your personal data to:

- companies within our group;
- our agents, suppliers, sub-contractors and service providers including providers of IT services;
- law enforcement agencies in connection with any investigation to help prevent unlawful activity;
- TransUnion Information Group Limited, a company based in the UK, where we are required to use an appropriate external ID validation service in accordance with DBS guidelines;
- suppliers of background check agency services situated in the USA, when we are requested to carry out overseas criminal record checks;
- professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances.

We may (in accordance with the DPA 2018 and the GDPR and if you consent to it) disclose your personal data to our business partners in accordance with the 'Marketing' section below.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

If we or substantially all of our assets are acquired by a third party, the personal data held by us about you will be one of the transferred assets. In the event that we sell or buy any business or assets, we will disclose your personal data to the prospective seller or buyer of such business or assets.

We do not usually transfer your personal data outside the European Economic Area (EEA). Where we do transfer your personal data out of the EEA, we will request your explicit consent, or we will ensure a similar degree of protection is afforded to your personal data by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission; or
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data, for example:

- access to your account is controlled by a password and user name that are unique to you;
- we store your personal data on secure servers; and
- payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).

We are certified to ISO 27001. This family of standards helps us manage your information and keep it safe and secure. We are also certified to Cyber essentials plus which is a government-backed, industry-supported scheme to help organisations protect themselves against common online security threats.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How to contact us?' below).

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

What can I do to keep my information safe?

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

What rights do you have?

Right to request a copy of your information

1. You can request a copy of your information which we hold (this is known as a data subject access request). If you would like a copy of some or it, please:
2. email, call or write to us (see 'How to contact us?' below);
3. let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and,
4. let us know the information you want a copy of, including any account or reference numbers, if you have them.

You will not usually have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

For further information see Subject Access Policy.

You also have the right to:

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Please note that if you would like to request information held by the Disclosure and Barring Service click here <https://www.gov.uk/government/publications/dbs-subject-access-request>

Please note that if you would like to request information held by Disclosure Scotland click here <https://www.mygov.scot/disclosure-types/>

How long we hold your data for

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

For the purposes of criminal record checking we keep the details entered by the applicant and employer (for id checking) for 6 months after the issue date of the certificate. We are required to keep the applicant's consent to proceed with the application for 12 months.

After 6 months from the issue date of the certificate, we only keep hold of the data that is recorded in the management section above. (Customer/organisation Name, Branch Name, ID Checker Name, User ID, Applicant Surname, Applicant Forename, PositionAppliedFor, DBS Ref No, Level of Disclosure, Disclosure Number, Issue Date, Work Force, whether the application was for a Volunteer position, whether the position involves working with children, whether the position involves working with Vulnerable Adults and whether the position will be working in the person's own home)

Right to correct any mistakes in your information

The DBS/Disclosure Scotland/Access NI will not uphold Data Entry disputes (Data entry disputes are those where the applicant or APCS challenge that the data that which appears on the disclosure certificate was not the data they submitted for the application) where the application was made via ebulk, unless the information has been subsequently amended incorrectly by DBS. Where complaints occur due to information being incorrect, APCS must be able to demonstrate that the information submitted using the e-Bulk system differs from what appears in the e-Result or the applicant's disclosure certificate. Where disputes are upheld by DBS/DS/Access NI another e-result will be issued. APCS will not uphold Data Entry disputes where the application was made via ebulk unless data has been amended incorrectly by APCS. Where disputes are upheld by APCS, APCS will resubmit the data to DBS/Disclosure Scotland/Access NI or, in certain cases, may require a new application to be completed which will then be processed free-of-charge.

If you would like to do this, please: email, call or write to us (see 'How to contact us?' below); let us have enough information to identify you (eg account number, user name, registration details); and, let us know the information that is incorrect and what it should be replaced with.

How to contact us

Please contact us if you have any questions about this privacy policy or the information we hold about you. If you wish to contact us, please send an email to enquiries@accesspcs.co.uk or write to us at Access Personal Checking Services Ltd, 46 Seaview Road, Wallasey, CH45 4LA or call us on 0845 6431145.



Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this Website.