

General Information

1. Privacy Policy

This privacy policy sets out how SHE Recruitment uses and protects any information that you supply when you use this website. We are registered with Information Commission Office (ICO). This means that the way we store information is regulated by the Government.

SHE Recruitment is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement?

SHE Recruitment may change this policy from time to time, and all updates will be made clear on this page. You should check this page from time to time to ensure that you are happy with any changes in our policy. This policy is effective from (website launch date).

We collect the following information:

- Name
- Email address
- Contact telephone number
- Your CV, or details of your employment history and qualifications
- Demographic information such as postcode, preferences and interests
- Other information relevant to potential jobs, customer surveys and/or offers

What we do with the information we gather:

SHE Recruitment require this information to understand your needs and preferences, and to assess your suitability for any jobs you choose to apply for. It also helps us to provide you with a better service, and to process any applications more efficiently.

We may also use the information for the following purposes:

- To improve our service and customise the website to your preferences
- To periodically send promotional emails about jobs, offers or other information which we think you may find interesting
- To contact you for related market research purposes

How we keep your data secure:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

2. Process of Registering with SHE Recruitment:

a) If you want to apply for a job, SHE Recruitment will email you an application form on request for advertised vacancies. The application form will be accompanied by a Curriculum vitae (CV) Registering on the site will create a profile which will be protected by a password of your choosing.

b) Links to other websites:

This website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over the content of external websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

c) Protecting your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so observe data protection legislation and policies. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

We are registered with the Information Commission Office (ICO). You may request details of personal information which we hold about you under the Data Protection Act 1998 – this is sometimes referred to as a Subject Access Request. A fee of £10 will be payable in the form of a cheque made out to SHE Recruitment. If you would like a copy of the information held on you please write to us at the address below and mark the envelope for the attention of the Data Controller. We will also need a copy of your passport or driving license photo card as proof of your identity.

3. Customer Service Monitoring:

SHE Recruitment carries out periodic survey for our candidates and clients throughout our recruitment process, collecting data on all elements of our service. The results are reported to our director and the advisory team. Any areas for improvement are identified. Issues raised during the surveys are investigated by a senior member of staff in order to provide a swift and positive resolution for all parties.

We use the data we collect to calculate a “Net Promoter Score” (NPS) based on how likely respondents would be to recommend our services. This is an industry-recognised measure of customer service excellence, and as a business we are fully committed to achieving exceptional NPS scores.

4. Communication:

We are committed to ensuring that all phone calls and emails received from clients and registered candidates, and applications in respect of specific vacancies, are responded to within short timescales. Where we are unable to meet provide immediate answers we will inform you of this as soon as possible and agree a date the answers will be provided.

Standards of Customer Service:

All our staff are trained in good customer service standards. They are customer friendly and will make efforts to meet the needs of our customers.

5. Policy Updates

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the Recruitment and Employment Confederation's (REC) Code of Professional Practice; and that they are consistently applied to all our customers.

6. Equal Opportunities

a) SHE Recruitment upholds the Equal Opportunities Policy. We recognise and embrace diversity and equal opportunities in recruitment and employment will seek to promote the benefits of diversity in all of our business activities. We will seek to develop a business culture that reflects our culture and beliefs. We will seek to widen the recruitment strategies in order to ensure as diverse an employee and candidate base as possible in terms of gender, disability, age, sexual orientation race, ethnicity, nationality and religion. We will strive to make sure that our clients' needs are met. We observe and are guided by the Equality Act 2010. We are guided by the Employment Agencies Act and Regulations.

b). SHE Recruitment is committed to diversity and will promote diversity for all employees, workers and applicants and shall adhere to such a policy at all times. We will review on an on-going basis all aspects of recruitment to avoid unlawful or undesirable discrimination. SHE Recruitment will treat everyone equally irrespective of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or non-membership of a Trade Union or spent convictions, and places an obligation upon all staff to respect and act in accordance with the policy. SHE Recruitment is committed to providing training for its entire staff in anti-discriminatory and equal opportunities legislation and policies.

c). SHE Recruitment shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. SHE Recruitment will ensure that each candidate is assessed only in accordance with the candidate's qualifications, skills, merits, and abilities to perform the relevant duties required by the particular organisation seeking to recruit.

d). Equality and Diversity Monitoring Form

As part of their registration with SHE Recruitment, candidates will be asked to complete an equality monitoring form. This helps the company to have statistical information on the diversity of the candidates the data base.

6. Complaints Procedures

Reporting an incident of Harassment / Discrimination/ Bullying

- a) If you believe that you have been unfairly treated, you should make an immediate report to the office followed by a written complaint as soon as possible after the incident. Your complaint should include: SHE Recruitment will intervene through undertaking a thorough investigation of the allegations. If it is concluded that unlawful harassment has occurred, remedial action will be taken.

- b) We aim to provide the highest quality of service to all Candidates and Clients, and if ever we don't, we encourage you to inform us. We will listen to both positive and constructive criticism and use that to improve our services. We value our customers. Candidates and organisations have a right to raise complaints in writing or verbally. We take complaints seriously and will make an effort to address them as soon as possible

Format of report an incident of harassment or bullying

- Details of the incident
- Name(s) of the individual(s) involved
- Name(s) of any witness (es)

Making Complaints

Our aims are to:

- Deal with complaints honestly and openly.
- We will try to resolve complaints as soon as possible
- Strengthen our service through acknowledging and incorporating positive feedback and constructive criticism

Dealing with your complaint:

We believe in excellent customer service. All our staff will be polite, listen to your concerns and will forward them to a member of staff who deals with complaints. You will be contacted as soon as possible. If you wish to make a formal complaint, please contact the Chief Recruitment consultant using the following details:

Address: SHE Recruitment

Windmill House
10 Windmill Road
Chiswick
SW4 1SD

Telephone: 02036375861 / 01908522679

Email: info@shecruitment.co.uk

If you make your complaint over the telephone, we will try to reach a resolution on the spot. Similarly, if you complain in writing we will respond promptly, usually within 5 working days of receipt of your letter. If you are not happy with the initial response you receive, you can ask for your complaint to be referred to the Managing Director, who will review and try to resolve the issue within 48 hours.

7.Complaints Monitoring Procedure

- SHE Recruitment has in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available and will be made available immediately upon request.

- Any discrimination/ bullying or harassment complaint will be investigated fully.

8. Feedback from Clients and candidates:

We value feedback from candidates, clients, business partners and visitors to our site. We are always looking to continually improve the level of service we offer, and there are various channels through which you can provide feedback:

- Contact Us - If you would like to make any comments, suggestions, or raise a query, please click on the contact us section of this website.
- Complaints - If you wish to make a complaint, please refer to our Complaints Policy & Procedure on the “about us” section of this website.
- Surveys - We routinely survey customers to monitor and measure customer feedback (see below for details)