

Privacy Notice for Smart Works Futures

Last updated: [12/02/2025]

Who we are

Smart Works is a UK charity that supports women into employment by providing personalised coaching, clothing, and tailored job-matching support.

We are committed to protecting your personal information and processing it fairly, lawfully, and transparently in accordance with applicable Data Protection Law (including the UK GDPR and the Data Protection Act 2018). smartworks.org.uk

If you have any questions about this notice or how we use your information, please contact us:

Email: gdpr@smartworks.org.uk

Phone: 020 7288 1770

Address: Unit 1 Canonbury Yard, 202–208 New North Road, London, N1 7BJ

What this notice covers

This privacy notice explains how we collect, use, share and protect personal information as part of the Smart Works Futures Programme (“the Programme”), which is funded by the Greater London Authority (GLA). The Programme helps match participating women directly with job opportunities provided by employers. Participation in this Programme is optional. Where you choose not to provide consent for certain activities, you may not be able to take part in the Programme.

The personal information we collect

Smart Works may collect and process the following categories of personal data:

- **Identity and contact information:** including your first and last name, postcode, telephone number and email address.
- **Equality and diversity monitoring information:** including information you choose to provide about your demographic characteristics, such as your age, ethnicity, disability status or parental status. Providing this information is entirely optional.
- **Employment and career information:** including CV content, job history and employment preferences.
- **Communications data:** including records of communications with you and your communication or marketing preferences.

- **Programme engagement information:** including records of your participation in the Programme, interactions with Smart Works, feedback, and other information you provide in connection with the Programme.
- **Employment outcome information:** including information about job offers, proof of employment and job-retention follow-up.

This information is collected directly from you when you complete registration forms, questionnaires, or otherwise engage with the Programme.

How we use your personal information

We use your personal information for the following purposes:

To deliver and administer the Programme.

This includes managing your participation, understanding your needs and preferences, matching you with suitable job opportunities, arranging interviews, and providing support throughout the Programme.

To support job applications and engagement with employers.

Where you choose to apply for a role, we will share relevant personal information with prospective employers, which may include your CV and other information required as part of the employer's recruitment process. We will only share this information where it is necessary to support your application.

To monitor and report on Programme outcomes.

We share anonymised and aggregated monitoring information with the Greater London Authority (GLA), as required under the Programme's funding agreement. This information does not include personal identifiers and cannot be used to identify you.

Employment outcome reporting (where you secure a job).

If you secure employment while taking part in the Programme, we are required to share certain personal information with the GLA for funding, audit, and accountability purposes. This will include identity and employment-related information, such as confirmation that you have secured a role and relevant start-date details. This information will:

- be limited to what is necessary to confirm employment outcomes;
- be shared securely; and
- be used solely for the purposes of administering and evaluating this Programme.

Your personal information will not be shared more widely or used for any other purpose.

To communicate with you.

We use your personal information to contact you about your participation in the Programme, including relevant updates, follow-up, surveys or requests for feedback.

Equality and diversity monitoring.

We only process equality and diversity monitoring information where you have given your explicit consent, and solely for monitoring and reporting purposes.

Lawful bases for processing

We rely on the following lawful bases under the UK GDPR:

- **Consent:** for processing and sharing your CV with employers and processing your equality and diversity data.
- **Legitimate interests:** for the general administration of the Programme and reporting anonymised outcomes to the GLA (in a way that does not identify individuals).

Where we rely on consent, you have the right to withdraw it at any time (see “Your rights” below).

Who we share your information with

Your personal information may be shared in the following circumstances:

With employers.

We may share your personal information with employers you have agreed we can contact, including your CV where relevant, for the purpose of supporting your job search and applications.

With the Greater London Authority (GLA).

We share anonymised and aggregated information with the GLA for monitoring and reporting purposes, as required under the Programme’s funding agreement.

If you secure employment while taking part in the Programme, we are also required to share certain personal information with the GLA to confirm employment outcomes. Any personal information shared will:

- be limited to what is necessary for funding, audit and accountability purposes;
- be shared securely; and
- be used solely in connection with this Programme.

With our service providers.

We share personal information with trusted IT and service providers who support the delivery of the Programme (such as secure cloud hosting providers). These providers act on our instructions and are bound by data processing agreements to keep your information secure and confidential.

We will never sell your personal information or share it with third parties for marketing purposes outside Smart Works.

How long we keep your information

We retain personal data only for as long as necessary for the purposes outlined in this notice and in accordance with legal and funding requirements. Retention periods may vary depending on the type of information and its purpose. If you would like further information on retention periods, please contact us.

Your legal rights

Under data protection law, you have a number of rights in relation to your personal information, including:

- The right to access the information we hold about you.
- The right to ask us to correct inaccurate data.
- The right to ask us to restrict processing in certain circumstances.
- The right to object to the processing of your personal information.
- The right to withdraw consent (where processing is based on consent) without affecting the lawfulness of any processing based on consent before its withdrawal.

You can exercise any of these rights, including withdrawing your consent, by contacting us at gdpr@smartworks.org.uk. We will respond to all requests in accordance with data protection law.

Data security

We use appropriate organisational, technical, and administrative measures to protect your personal information from loss, misuse, unauthorised access or disclosure.

Changes to this notice

We may update this privacy notice from time to time. The latest version will always be available alongside the Programme documentation and consent forms.