

Date : As Postmark



Dear Applicant

MODERN APPRENTICE – TECHNICAL SERVICES

Thank you for your enquiry about the above vacancy.

I have pleasure in enclosing the following documents:

- Application Form
- Equal Opportunities Monitoring Form
- Job Profile
- Conditions of Service
- Transparency statement on how we use your personal information

The starting salary for this post will be approximately £11,000.00 per annum.

Please note that the **closing date** for returning applications is noon on **Monday 9th May 2022**.

CV's and late applications will **not** be accepted. However, please feel free to add additional pages to the application form if you wish to provide additional information.

You must specify on the application form, which post you are interested in – Cowal or Mid-Argyll.

Completed applications should be returned clearly marked "Confidential – for the attention of the HR Director."

We will only acknowledge receipt of applications if specifically requested to do so.

Thank you for your interest in a Modern Apprenticeship with Fyne Homes and I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lyn Haemmerle", with a long horizontal flourish underneath.

Lyn Haemmerle
Human Resources Director



GUIDANCE FOR APPLICANTS

Please read these notes carefully - they are to help you make the best of your application

1. The form should be completed in black ink or black ballpoint pen or typed for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note that referees will not be contacted prior to interview.
4. The enclosed Job Profile and Person Specification describes the responsibilities and the skills and knowledge that will be needed to do the job effectively. While full training will be given, please think about what skills and knowledge you have already that match the those needed to do the job effectively..
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work or educational experience you have had. It is therefore important that you use the space provided to detail your experience and skills and how they can help you be successful in this modern apprenticeship.
6. If you are short listed for interview, the Selection Panel will wish to discuss the areas covered in the Job Profile and Person Specification in more detail.
7. If you are related to any members of staff, committee members, consultants, contractors or suppliers to the organisation - this should be shown clearly on the relevant part of the form. This will not necessarily be detrimental to your application.



IN CONFIDENCE

PLEASE COMPLETE ALL SECTIONS
CV will not be accepted

PLEASE COMPLETE ALL SECTIONS OF THIS FORM. The information you supply will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

Please do not send a CV as these will not be used in the recruitment process

The information provided within your application form will be processed in accordance with the Data Protection Act 1998. Please note that the first two pages will not be shown to the short listing panel.

Post Applied for: **MODERN APPRENTICE – TECHNICAL SERVICES**

Closing date for receipt of application is: Noon on **Monday 9th May 2022**

Applications received after this time will NOT be considered.

Personal Information

Title: Surname: First Name:

Address for Correspondence:

Postcode:

Best number to reach me on:

E-mail Address:

National Insurance number:

I am years old and my date of birth is

Assistance for people with disabilities

We are committed to being an Equal Opportunities Employer and do not discriminate in any way. If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt for you, if you are called to interview or if successfully employed? Please give details below.

Referees

Please give details of two referees. They should be qualified to comment on your ability and experience for this role and the training and should include a referee from your school or college. Fyne Homes does not accept references from family members.

Name:	Name:
Address:	Address:
Postcode:	Postcode:
Email:	Email:
Tel No:	Tel No:
Relationship to you:	Relationship to you:

The legal stuff

I have read this application form fully, completed it myself and I declare that the information I have given is, to the best of my knowledge and belief, true and complete.

I understand that if it is discovered subsequently that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

Signed: _____ **Date:** _____

Post Applied For: **MODERN APPRENTICE – FACILITIES SERVICES**

<i>Please select location applied for (please tick preferred location)</i>	
Mid Argyll (based Lochgilphead)	<input type="checkbox"/>
Cowal (based Dunoon)	<input type="checkbox"/>
I could work in either location	<input type="checkbox"/>

<i>My results from school</i>			
Subject	Level	Result	Year achieved

<i>If you have been to College or University please complete the boxes below</i>			
College / University name	Subjects	Qualification Obtained and Year achieved	

<i>If you have any work experience please let us know</i>			
Where?	Your job?	What did you do?	When were you there?

Computer Skills (please tell us about your knowledge and experience)

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Modern Apprenticeship with Fyne Homes

To help us understand why you would like to be a Modern Apprentice and why you think you'd be a great addition to our programme and organisation, please answer the following questions.

<p>What does great customer service mean to you? Give an example of where you gave or received it</p>	
<p>We like people who improve things – and leave them better than when they found them. Tell us about a situation where you changed something for the better.</p>	
<p>At Fyne Homes we are proud to work as a team. Please give an example of when you've had to work as part of a team to get something done?</p>	
<p>Tell us about a tricky or uncomfortable situation that you have found yourself in. How did you respond and what did you do?</p>	

For Office use
only:

<p>What do you enjoy doing when you're not at school or at work?</p>	
<p>Tell us why we should offer you an Apprenticeship with Fyne Homes.</p>	

Additional Information

Please provide any other information that you think we may be interested in for example, voluntary work, major achievements, projects you've been involved with or out of work/school interests.

Relationship to Staff Members

If you are related to any employee of Fyne Homes or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please let us know who they are and your relationship to them:

Relationship to Committee Members

If you are related to a Committee member of Fyne Homes or anyone who has been a Committee member in the last 12 months, please let us know who they are and your relationship to them:

Other important questions

Do you have any care responsibilities? (Children or other family members?) If yes, please detail	
Have you left Local Authority Care in the last 3 years?	
Are you legally able to work in the UK?	

Canvassing

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

Confirmation of Qualifications

If selected for interview you will be asked to bring with you the original certificate(s) of all qualifications referred to in this application.

Advertisement Source

Please tell us where you heard about this post _____

When completed this form should be returned to:

Lyn Haemmerle
Human Resources Director
Fyne Homes Ltd
81 Victoria Street
Rothesay
Isle of Bute
PA20 0AP

Email: postmaster@fynehomes.co.uk

(Please make sure you affix the required postage for weight/size of envelope if returning by post)

(If submitting by email, please note that there is no need to also post a hard copy. If shortlisted you will be asked to sign your application form at interview.)

Please note that the closing date/time for receipt of application is noon on Monday 9th May 2022

JOB PROFILE

Job Title:	Modern Apprentice – Facilities Services
Department:	Technical Services
Salary:	Starting from approx.. £11,000.00pa
Responsible to:	Technical Services Officer

Job Purpose

The apprentice will work under supervision to provide a full repair and maintenance service for our tenants. You will work as part of a team delivering professional, high quality and responsive, customer focussed services, whilst undertaking training and development to achieve a Facilities Services Level 2 Modern Apprenticeship.

Main Areas of Responsibility

- Provide a safe, efficient maintenance, repairs, waste and facilities service to Fyne Home tenants
- Carry out general repairs to Fyne Homes properties and ensure they are safe and secure
- Maintenance of grounds – grass-cutting, planting, weeding and general gardening duties
- Internal and external painting, wood preserving and re-decoration
- Appropriate use of tools and machinery, complying with Health & Safety Regulations, including wearing of Personal Protection Equipment
- Assist with decanting tenants and moving and lifting furniture and other household items
- Use Microsoft Office products and other bespoke software
- Undertake Level 2 Facilities Services Modern Apprenticeship training and assessments
- Undertake any other duties, and relevant training, which may be allocated as and required

Fyne Homes

Person specification:

Knowledge & Experience

- Ideally you will have knowledge and experience of using Microsoft office software.
- Some previous work experience would be an advantage.
- Good numeracy skills
- Good understanding of duties related to working as part of a team
- An understanding of the purpose of Fyne Homes

Customer Care

- Willing to deal with a variety of customers in a manner which meets the Fyne Home's Values and Behavioural standards

Health & Safety

- Able to cope with the demands of the job and attend regularly and punctually.
- Willing to undertake Health & Safety training relevant to the post and as part of the SVQ

Equality & Dignity at Work

- Treat colleagues and customers with dignity and respect

Communication

- Be able to follow and comply with instructions and procedures when dealing with sensitive and confidential information in order to comply with the Data Protection Act
- Have good written and verbal communication skills.

Flexibility

- Willingness to be involved in team tasks and adapt to change

Achievement of Results

- Willing to commit to meeting agreed timescales and targets in relation to the Facilities Services Level 2 Modern Apprenticeship
- Willing to accept feedback and use this to improve performance

Quality

- Ability to produce a consistent, high quality standard of work
- Attention to detail and accuracy

Team Working

- Able to work effectively as part of a team
- Be able to follow instructions given by members of staff / team leaders and managers

Decision Making & Problem Solving

- Demonstrates initiative and knows when to seek assistance/guidance

Any additional requirements

Prepared to devote the time and attention required to learn on the job and via the training provider for the Facilities Services Level 2 Modern Apprenticeship. Plus engage in any other relevant training deemed necessary to meet the requirements of Fyne Homes



Modern Apprenticeship

Choose the door to a world of opportunity

Achieve a great qualification and practical experience - right on your doorstep

A chance to make a difference

How often have you wondered whether going to College or University full time just now is really for you?

Have you found yourself wondering "Would I be better trying to get a job and some work experience?"

Now you can take action and do something about it! You can apply for a Modern Apprenticeship with Fyne Homes and try your hand at building a career in the Technical Services team.

Get on the job work experience and have Fyne Homes help you to gain a rewarding career in a live housing maintenance environment while working towards a nationally recognized qualification in Facilities Services!

Join the world of work

As your employer, our mission is to provide you with the skills and opportunity to achieve a qualification and gain experience in providing maintenance and repairs services for our tenants spread across Argyll and Bute.

This Modern Apprenticeship gives you the skills to look after a building and its grounds to make sure it's a pleasant and safe place for people to live.

You will learn about how to organise cleaning, security and basic maintenance of the building and grounds as well as more complex building services engineering and maintenance. We look forward to helping you be a part of this.

Practical in house training will be provided

- You will undertake meaningful work with our Technical Services team that will contribute towards your formal qualification
- You will be coached on an individual basis

About Fyne Homes

Fyne Homes is what is known as a Housing Association also known as a registered social landlord (RSL). We have an active 'wider role' within the community delivering social care, health, employment, financial inclusion, and many other benefits for the community we serve. We are a not-for-profit organisation.

One quarter of all Scottish homes are owned and managed by a social landlord.

Fyne Homes owns and manages over 1600 homes in Bute, Cowal, Mid-Argyll and Kintyre. We also provide factoring services to around 400 homes as a registered property factor. We have an active capital development programme and have built a number of new homes in communities across Argyll and Bute, including Dunoon and Lochgilphead. Fyne Homes continues to look for home building opportunities where the community needs access to excellent quality, affordable homes.

We are an excellent employer and are keen to provide opportunities through a modern apprenticeships for young people, following the success of three earlier Modern Apprentices in Housing and Technical Services. All three secured full time, permanent jobs with us and are a key part of our high -performing team.

In 2022 we want two Modern Apprentices, one in mid-Argyll and one in Cowal, to train with us to begin a career in Technical Services and achieve a nationally recognized qualification in Facilities Services.

Formal Course Detail

The SVQ Level 2 Facilities Services path offers the following;

Course Aims

- ✓ To provide learners with a basic understanding of providing facilities services, such as repairs, buildings and grounds maintenance, security and safety, waste management and re-cycling housing
- ✓ To introduce some of the skills and knowledge necessary to participate in technical services related activities
- ✓ To prepare learners for future study (learners may progress to Level 3)

Course Content

Mandatory units

- Unit 1 – Make Sure Your Own Actions Reduce the Risks to Health and Safety
- Unit 2 – Promote and Maintain Services Delivery in a Facilities Services Environment
- Unit 3 – Recognise and Deal with Customer Queries, Requests and Problems

Optional units (3 most relevant to be selected from the following, guidance will be given)

- Support the Work of a Team and Develop Yourself
- Contribute to the Effectiveness and Efficiency of Premises
- Control the Use of Equipment and Materials in Facilities Services Environment
- Maintain Grounds
- Maintain Site Security and Safety
- Control the Use of Premises by Customers and Contractors
- Work Safely at Heights
- Carry Out Maintenance and Minor Repairs
- Operate Plant to Maintain the Quality of Pool Water
- Clean and Maintain Internal Surfaces and Areas
- Deal with Routine Waste and Deal with Non-routine Waste

Who is the course for?

- For anyone who is considering a career in facilities services or technical services in housing
- Will help those wishing to explore a practical career to enhance their personal skills and experience

What's in it for me?

- Completion of the course will improve your career prospects as you learn practical information and gain a relevant qualification.
- Fyne Homes' benefits are considerable and include, a generous salary and benefits, such as, 40 days holiday per year
- Improved quality of technical housing services through better qualified staff
- Improved services as the course focuses on quality and customer focused services

Find out more....

If you are interested in finding out more look out for our advert

- On the Fyne Homes website in the Vacancies section

www.fynehomes.org.uk

- On the Skills Development Scotland site

<https://www.apprenticeships.scot/become-an-apprentice/>

More questions? If you have any further questions feel free to call on 0345 6077117.

CONDITIONS OF SERVICE INFORMATION

April 2022



Post : Modern Apprentice – Facilities Services
Department : Technical Services / Maintenance

SALARY SCALES

The salary applicable to the post is approx.: **£11,000.00**

Salaries are reviewed annually in April. Modern Apprentices start on a separate grade to that of the main structure and once qualified will progress onto the main grade structure which is performance related.

MAIN PAY STRUCTURE

Provided six months' service within the grade has been completed, salary reviews are conducted annually and any applicable change to salary is normally applied on 1 April each year, subject to the pay range maximum and performance rating in post.

PROBATIONARY PERIOD

Confirmation in post will be dependent upon satisfactory completion of a six-month probationary period.

ALLOWANCES

A mileage allowance is payable for staff using their own vehicles on Association business. This is paid at Inland Revenue Authorised Mileage Rates. This post qualifies for Essential Car user allowance provided the minimum mileage threshold is attained. Further details are available upon request at interview.

METHOD OF PAYMENT

Salary is paid monthly on the last Thursday of each month by direct credit transfer into the employee's bank or building society account.

PENSION

All permanent employees are eligible to join the Scottish Housing Association's Pension Scheme. (SHAPS). This is a defined benefit scheme. The default position if this option is not taken up is Auto enrolment into the Royal London scheme with contributions. Legislation dictates the rules for the auto enrolment scheme and further information will be made available at the time of employment.

HOURS OF WORK

Full-time, staff in our direct labour organisation, work 39 hours per week, with one hour lunch break per day unpaid.

Normal office hours are 9.00am to 5.00pm Monday to Friday, with one hour each day for lunch.

SICKNESS ALLOWANCE

All permanent employees, subject to length of service, are entitled to sickness allowance as follows: -

In any one period of 52 weeks, we will pay a sickness allowance in line with the following scale.

Continuous Service At the date sickness starts	Entitlement	
	Full Pay	Half Pay
1 – 2 years	9 weeks	9 weeks
2 – 3 years	18 weeks	18 weeks
3 – 5 years	22 weeks	22 weeks
over 5 years	26 weeks	26 weeks

LEAVE

The leave year runs from 1 April to 31 March. The annual leave entitlement for full-time staff is 40 working days of which 15 days are deemed as dates fixed by the Association.

NOTICE PERIODS

By the Employee :	4 weeks
By the Association :	
continuous employment under 4 years	4 weeks
continuous employment over 4 years	4 weeks plus 1 week for each complete year of service after the first 4 up to a maximum of 12.

OUTSIDE WORK

Outside work on any matter connected with official duties is not permitted. Prior permission must be obtained from the Association before any outside work is undertaken.

SMOKING

A no smoking policy is observed at the Association's offices and in transport associated with Fyne Homes.

INTERVIEW EXPENSES

Where applicants are required to travel to attend interview, the Association will reimburse reasonable travel incurred. All expense claims other than car mileage must be supported by receipts.

No expenses will be paid where an applicant withdraws or refuses an offer of employment.

EQUAL OPPORTUNITIES MONITORING FORM

(Completion of this form is voluntary and the contents will remain anonymous)

Fyne Homes is committed to equal opportunities in employment, regardless of: age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.

If you wish to assist us in achieving a diverse workforce, and advertising our vacancies appropriately, please complete the following questionnaire.

If you do not wish to complete the form, this will have no bearing on any selection decisions.

All information will be treated in the strictest confidence, processed anonymously and separately from any application form you submit. The information will not be provided to or shared with the shortlisting or interview panel.

Gender: Female Male Trans Gender

Disability: **Do you consider yourself to have a disability/special needs?** Yes No

Ethnic Origin: Please choose ONE section from A to E, then tick the appropriate box to indicate your cultural background.

A White

- English
- Scottish
- Welsh
- Irish
- Polish
- Gypsy Traveller
- Other white

B Mixed

- Any mixed background

C Asian or Asian Scottish/British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian

D Black or Black Scottish/British

- Caribbean
- African
- Other black

E Other ethnic group

- Arab, Arab Scottish/British

Prefer not to say

Any other ethnic group (please state) _____

Religion: I would describe my religious background/belief as: _____

- None
- I prefer not to say

Sexual Orientation:

- Bi-sexual
- Gay/Lesbian
- Heterosexual/Straight
- Prefer not to say

Age: Please indicate your age group.

- 16 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 & over

Where did you see this post advertised?

- Apprenticeships website
- School
- Word of mouth

Other If other please state: _____



FYNE HOMES

HOW WE USE YOUR PERSONAL INFORMATION

We, Fyne Homes, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), Daradjeet Jagpal, who ensures that we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at fynedpo@infolawsolutions.co.uk; telephone on 07848 171 635; or writing to: The Data Protection Officer, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

You can also contact us by: e-mail at postmaster@fynehomes.co.uk; telephone on 0345 607 7117; or writing to: Fyne Homes, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and sensitive personal information being held and used by us as described in section 2 of this statement.

1. What personal information do we hold and use about you?

While we anonymise applications for employment prior to assessment, we may need to hold and use the personal information that you provide to us as part of your application and / or other personal information that we may obtain about you from you (for example, during an interview) and from third parties (including referees). This includes your:

- name;
- contact information;
- age;
- gender;
- identification documentation, such as your passport and / or driving licence;
- employment history and experience, including job titles, duties, salaries and skills gained;
- education, qualifications, training courses completed and professional memberships held (including copies of certificates);
- responses to questions in the application form which allow us to compare your experience, skills and knowledge with our requirements;
- relationship (if any) to our staff, Committee members, suppliers, consultants or contractors;
- hobbies and interests;

- referees' names, contact details and job titles;
- nationality and immigration status and right to work in the UK (including relevant supporting documentation);
- sensitive personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions (where you choose to share this with us as part of your application); and
- criminal records information, including Disclosure Scotland and / or Protecting Vulnerable Groups scheme checks (if relevant to the position that you are applying for).

The law requires you to provide certain of the above personal information to allow us to verify your right to work in the UK and to assess your suitability for the position applied for. If you do not provide us with this personal information, we may not be able to process your application successfully and / or take it further.

2. Why do we hold and use this personal information about you?

We hold and use this personal information to:

- carry out the recruitment process and assess your application for employment;
- verify the qualifications information provided by you;
- verify the criminal records information provided by you;
- carry out right to work and other statutory background checks;
- shortlist for and arrange an interview with you (if applicable);
- comply with legal requirements when arranging an interview with you (if applicable);
- comply with our equal opportunity monitoring obligations;
- communicate with and inform you of the outcome of the recruitment process;
- obtain references about you from your referees (if applicable); and
- protect and defend our legal rights in the case of a dispute between us.

3. What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

- complying with the laws that apply to us, such as to check your eligibility to work in the UK and to make appropriate adjustments to comply with disability discrimination and accessibility laws when arranging an interview with you (if applicable);
- taking steps to enter into an employment contract with you, if your application is successful; and
- protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information, and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in section 2 of this statement.

In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including your referees), you:

- **consent to it being used by us as described in section 2 of this statement; and**

- confirm that you have informed the other individuals if they are of 12 years old and above of the content of this statement and they have provided their consent to their personal information and sensitive personal information being used by us as described in section 2 of this statement.

You and the individuals have the right to withdraw your consent to us holding and using your and their personal information and sensitive personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and sensitive personal information for the purpose(s) set out in section 2 of this statement, which you originally agreed to, unless we have another legal reason for doing so.

4. Who do we share your personal information with?

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- our consultants, advisers and IT service providers;
- our solicitors;
- your referees; and
- Disclosure Scotland.

5. How long do we keep your personal information?

We keep the personal information that we obtain about you during the recruitment process for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We keep recruitment information (including interview notes) for 12 months after the recruitment process has been completed. We will only keep recruitment information for longer than this if your application for employment is successful (we will only keep the recruitment information that is relevant to your employment).

We may also retain your personal information if you indicate to us that you wish us to do so in case a further similar opportunity arises in the future.

More information is contained in our data retention policy, which is available by contacting our DPO.

6. What rights do you have in relation to your personal information that we hold and use?

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.
- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.

- The transfer of your personal information to another organisation, for example, the transfer of your training record to a future employer.

You can also object to us holding and using your personal information where our legal reason is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

7. Feedback and complaints

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

8. Updates to this statement

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: May 2018