Talentra Recruitment Solutions Limited

Privacy Notice for Candidates and Agency Workers

Last updated: 4 November 2026

1. Who we are

Talentra Recruitment Solutions Limited (company number 17182933) is an employment business that finds and supplies care and education workers to clients. Our registered office is 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ. We are the "controller" of the personal data described in this notice, which means we decide how and why it is used. Our contact for all data protection matters is Cameron Wallace, Director, at Cameron@talentrarecruitment.co.uk or 07387 152154. Our ICO registration number is ZC135813.

2. What personal data we collect

- Identity and contact details: name, address, email, telephone, date of birth, photograph, National Insurance number.
- Application and work details: CV, employment history (including gaps), qualifications, training certificates, references, availability, driving licence and vehicle details (if relevant), and your preferences for work.
- Right to work and identity documents: passport, birth certificate, visa or share code, proof of address.
- Pay and tax details: bank details, tax code, P45 or starter checklist, pension enrolment details, and timesheets and hours worked.
- Assignment records: bookings, shifts, confirmations, attendance, feedback from clients, and any concerns or complaints.
- Special category and criminal offence data (see section 5): health information from your medical fitness declaration, and DBS and criminal record information.
- Technical data from our worker portal and forms, such as login details and the date and time documents were uploaded.

3. Where we get your data

Mostly from you, through our forms and worker portal, by email or by phone. We also get data from referees, from the DBS and our DBS check provider, from Home Office online right-to-work checks, from clients you work for (for example feedback, attendance and safeguarding concerns), and from payroll and pension providers.

4. Why we use your data and our legal basis

Purpose	Legal basis (UK GDPR)
Finding you work, matching you to assignments, sending bookings and confirmations	Performance of a contract with you, or steps taken at your request before a contract
Pre-engagement checks: right to work, identity, references, qualifications, DBS and barred list checks	Legal obligation (right to work, safeguarding and regulated-activity rules) and our legitimate interests in safe recruitment
Paying you, tax and National Insurance, pension auto-enrolment, holiday pay and payslips	Contract; legal obligation
Keeping records so we can show compliance with employment agency and workers' legislation, and for audits by clients, regulators and inspectors (for example CQC, Ofsted, local authorities)	Legal obligation; legitimate interests
Keeping you informed of new work and sending you relevant updates	Legitimate interests (you can ask us to stop at any time)
Safeguarding, handling complaints and concerns, and responding to legal claims	Legal obligation; legitimate interests; legal claims

Improving our service and running our systems securely	Legitimate interests

5. Health and criminal record information

We ask you to complete a medical fitness declaration so that we can confirm you are able to do the work, to make reasonable adjustments, and to meet health and safety duties. We carry out DBS checks, and barred list checks where the role is eligible, because working with children and adults at risk is regulated activity. Our additional conditions for using this data are employment, social security and social protection law, and (for criminal offence data) the safeguarding of children and individuals at risk, and preventing or detecting unlawful acts. We only see the information we need, and we limit who can access it.

We do not keep a copy of your DBS certificate for longer than necessary. We usually keep a record of the certificate number, date and our decision only.

6. Who we share your data with

- Clients (care providers, schools and similar organisations) you are offered work with, including your name, photograph, qualifications, training and DBS status, as needed to confirm you are suitable for their assignment.
- Our payroll and back-office provider, Quba Solutions Limited, who pay you on our behalf and handle PAYE, National Insurance and pension enrolment, and the pension provider (currently Cushon).
- HMRC, the DBS, the Home Office, and other authorities where the law requires, and regulators or local authorities who audit our clients and us.
- Our DBS checking provider and referees, so that we can carry out checks you have agreed to.
- IT and software providers that host our worker portal, forms, timesheets and communications. They only act on our instructions.
- Our professional advisers, such as accountants and legal advisers, and insurers.

We do not sell your data. We do not normally transfer personal data outside the UK. If a provider does so, we make sure appropriate safeguards (such as an adequacy decision or standard contractual clauses) are in place.

7. How long we keep your data

We keep personal data only for as long as necessary for the reasons we collected it, and then delete or anonymise it. As a guide, our usual periods are:

Type of record	**How long we keep it**
Candidate application where you are not placed with us	Up to 12 months from your last contact, then deleted
Right to work documents	For the whole time you work with us and for 2 years after it ends
Worker records: terms, bookings, timesheets, training, references, correspondence	6 years after you stop working with us
Pay, tax, pension and holiday records	At least 6 years, as required by tax and employment law
DBS certificate copy	Not kept beyond what is needed for the decision (normally no more than 6 months); a record of the outcome is kept as above
Medical fitness declaration	For the length of your engagement and then 6 years, or deleted sooner if no longer needed
Safeguarding concerns and allegations	As long as the law, safeguarding guidance or an investigation requires

If we need to keep something longer, for example for a legal claim, we will tell you where we can.

8. Your rights

You have the right to ask for a copy of your data, to have inaccurate data corrected, to ask us to delete data or restrict how we use it, to object to use based on our legitimate interests, and to ask for data you gave us to be sent to you or another provider in a usable format. Some rights have legal limits, for example we cannot delete records we are legally required to keep. To use any of them, email Cameron@talentrarecruitment.co.uk. We will normally reply within one month.

9. Providing your data

You do not have to give us your data, but we cannot register you or offer you work without identity, right to work, pay and safeguarding information, because we must hold it by law or to run our contract with you.

10. Complaints

If you have a concern about how we use your data, please contact us first so we can put it right. You also have the right to complain to the Information Commissioner’s Office (ICO) at ico.org.uk or on 0303 123 1113.

11. Changes to this notice

We may update this notice from time to time. The latest version is available at https://www.talentrarecruitment.co.uk/s/Talentra_Privacy_Notice_Candidates_and_Workers.pdf and the date at the top shows when it was last updated.