

Candidate Terms and Conditions

Effective Date: [Date]

The Candidate Terms and Conditions is entered into between Keen People (referred to as "Keen People," "We," "Us," or "Our"), a company registered under the laws of United Kingdom with a registered office address located at Merchant House, 5 East St Helens Street, Abingdon, Oxfordshire, OX14 5ED and the Candidate (referred to as the "Candidate" or "You"), an individual engaging with Keen People's recruitment services.

By engaging with our recruitment agency, you agree to abide by the following terms and conditions outlined herein.

Candidate Conduct

Prohibition on Direct Approach

Candidates are strictly prohibited from initiating direct communication or contact with clients of Keen People with whom they have been introduced through our services. This includes any attempt to establish contact through means such as phone calls, emails, social media, or in-person meetings without prior authorisation from Keen People.

Direct approach to clients undermines the professional relationship established between Keen People and its clients and may result in disruption of ongoing recruitment processes and damage to Keen People's reputation. Candidates are expected to respect the integrity of the recruitment process and adhere to the established channels of communication provided by Keen People.

Utilisation of Candidate Portal

Candidates are required to utilise the designated candidate portal provided by Keen People for all communication and document submission related to the recruitment process. The candidate portal serves as a secure platform designed to facilitate efficient communication and streamline document management between candidates and Keen People.

Through the candidate portal, candidates can submit CV's/resumes, cover letters, certifications, and other relevant documents securely and efficiently. Additionally, the portal enables candidates to receive updates on the status of their applications, communicate with agency representatives, and access valuable resources and information pertinent to the recruitment process.

By adhering to these guidelines, candidates contribute to the smooth and effective operation of the recruitment process while ensuring compliance with Keen People's policies and procedures.

Failure to comply with the stipulated guidelines may result in the termination of the candidate's engagement with Keen People and may impact their eligibility for future opportunities facilitated by Keen People.

Keen People appreciates candidates' cooperation in upholding the standards of professionalism and integrity throughout the recruitment journey. Should candidates have any questions or concerns regarding the candidate conduct guidelines, they are encouraged to reach out to Mark Fowler - Keen People's Talent Capability Director via email to candidates@keenpeople.co.uk for assistance and clarification.

Document Legitimacy

All documents provided by candidates, including resumes, certifications, and references, must be legitimate and accurate.

The recruitment agency holds no responsibility for the accuracy or legitimacy of the documents uploaded by candidates.

Data Security & Confidentiality

Data Security

Candidate data will be treated with the utmost confidentiality and stored securely in compliance with data protection laws. Keen People employs industry-standard security measures to protect candidate information from unauthorised access, disclosure, alteration, or destruction.

GDPR Compliance

The recruitment agency is committed to complying with the General Data Protection Regulation (GDPR) regarding the collection, storage, and processing of personal data. Candidate data will be securely stored and used solely for recruitment purposes, in accordance with GDPR guidelines.

Data Processing and Protection

Keen People agrees to process candidate data lawfully, transparently, and in accordance with the principles outlined in the GDPR. By engaging with Keen People's services, candidates provide explicit consent for the processing of their personal data for recruitment purposes. Candidates have the right to withdraw consent at any time, which may impact the provision of certain services.

Candidate Rights

Candidates have the right to access, rectify, or erase their personal data held by Keen People. Requests for data access or rectification should be submitted in writing to Keen People's data protection officer. Candidates may request the transfer of their personal data to another data controller in a commonly used, machine-readable format.

Data Retention

Candidate data will be retained for the duration necessary to fulfil the purposes outlined in these terms or as required by law. Upon request, candidate data can be securely disposed of in a manner consistent with data protection laws and regulations.

Confidentiality

Mutual Agreement

Both candidates and Keen People acknowledge and agree to uphold the principles of confidentiality regarding sensitive information exchanged during the recruitment process. This agreement encompasses all communications, interactions, and documentation exchanged between the parties throughout the recruitment journey.

Scope of Confidential Information

Confidential information includes but is not limited to:

- Client Details: Any information related to Keen People's clients, including their identity, business operations, projects, and strategic initiatives.
- Candidate Profiles: Personal and professional details shared by candidates during the recruitment process, including resumes, cover letters, employment history, qualifications, and references.
- Recruitment Strategies: Internal strategies, methodologies, and processes employed by Keen People to identify, evaluate, and onboard candidates for client projects and positions.

Obligations of Candidates

Candidates are entrusted with confidential information during the recruitment process and are expected to exercise discretion and care in handling such information. Candidates agree to refrain from disclosing, sharing, or otherwise divulging confidential information to third parties without explicit consent from Keen People.

Obligations of Keen People

Keen People is committed to safeguarding the confidentiality and privacy of candidate information and client details. The company implements stringent measures to prevent unauthorised access, disclosure, or misuse of confidential information.

Non-Disclosure Agreement

Candidates may be required to sign a formal non-disclosure agreement (NDA) or confidentiality agreement to reaffirm their commitment to maintaining the confidentiality of sensitive information shared during the recruitment process. The NDA outlines the rights, responsibilities, and consequences associated with the breach of confidentiality.

Compliance with Legal and Ethical Standards

Confidentiality practices employed by Keen People adhere to applicable legal requirements, industry standards, and ethical guidelines governing the protection of sensitive information. Candidates are expected to adhere to these standards and cooperate fully with Keen People in maintaining the confidentiality of shared information.

Reporting of Breaches

Candidates are encouraged to promptly report any suspected breaches of confidentiality or unauthorised disclosure of sensitive information to Mark Fowler - Keen People's Talent Capability Director via email to candidates@keenpeople.co.uk. Timely reporting allows Keen People to take appropriate measures to mitigate risks and address concerns related to confidentiality breaches.

Duration of Confidentiality Obligations

Confidentiality obligations extend beyond the conclusion of the recruitment process and continue indefinitely, irrespective of the candidate's engagement status with Keen People. Candidates are expected to maintain the confidentiality of shared information even after the completion of the recruitment process.

Feedback and Communication

Candidates are encouraged to provide feedback on their experiences with Keen People's services, including communication, interviews, and client interactions. Keen People welcomes open and honest communication to continually improve its services and candidate experience.

Treatment of Keen People Employees

Keen People upholds a commitment to fostering a culture of professionalism, respect, and fairness in all interactions with its employees. Candidates engaging with Keen People's services are expected to conduct themselves in a manner that reflects these principles at all times.

Candidates are required to treat Keen People employees with dignity and respect, refraining from engaging in any form of rude, disrespectful, or aggressive behaviour. Keen People employees strive to provide candidates with timely communication, support, and guidance throughout the recruitment process, and it is expected that candidates reciprocate with courtesy and professionalism.

Keen People does not tolerate any form of harassment, discrimination, or misconduct towards its employees. Any instances of inappropriate behaviour will be taken seriously and may result in the termination of the candidate's engagement with Keen People and the discontinuation of recruitment services.

By engaging with Keen People's recruitment services, candidates acknowledge their commitment to upholding the values of professionalism, respect, and fairness in their interactions with Keen People employees.

Keen People values the contributions of all individuals involved in the recruitment process and appreciates candidates' cooperation in maintaining a positive and respectful environment throughout their engagement with the company. Should candidates have any concerns or grievances regarding their interactions with Keen People employees, they are encouraged to communicate them promptly and constructively for resolution.

Termination of Engagement

The engagement between the candidate and Keen People is considered an ongoing relationship and may only be terminated by written or verbal communication to Keen People. Both parties reserve the right to terminate the engagement at any time, for any reason, by providing written notice to the other party. Termination of engagement shall not affect the validity of any ongoing recruitment processes or obligations incurred prior to termination.

Dispute Resolution

In the event of disputes arising from the engagement, both parties agree to seek an amicable resolution through negotiation and mediation. If mediation fails, disputes shall be resolved in accordance with the laws and jurisdiction governing the United Kingdom.

Updates to Terms

Keen People reserves the right to update these terms and conditions at any time without prior notice. Candidates will be notified of any changes to the terms via email or the candidate portal.

By engaging with our recruitment agency and utilising our services, candidates acknowledge that they have read, understood, and agreed to abide by these terms and conditions.