



The Agenda System

Candidate Frequently Asked Questions



www.agenda-screening.co.uk



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screening@agenda-screening.co.uk

Guiding you through the screening process.

As a candidate undergoing your screening with Agenda, you will receive dedicated support from our friendly and professional team. Our approach combines advanced technology with personalised assistance, ensuring a smooth and efficient experience. From guiding you through each step to answering any questions you may have, our team is here to make your screening as straightforward and stress-free as possible.

Getting started

What is the Agenda Screening process?

The Agenda Screening process involves verifying your background information, including activity history, education, and other relevant details. This helps ensure compliance with industry standards and regulations.

How can I log on to provide my information?

Our secure online portal can be accessed via a desktop computer, laptop, mobile phone or tablet/iPad.

How do I upload my documents?

You can upload your documents securely through our online portal. Follow the instructions provided in the email you received to access the portal and submit the necessary files.

I have logged in, but I am not being asked for any information?

If you have successfully linked your screening to your account, you should see a box with the Clients name who has submitted you for screening, along with your candidate ID, when the application was requested and the current status of the application. Please click into this box and it will take you to screening to submit your details.

How long does the screening process take?

The screening process typically takes between 5-10 business days, depending on the type of checks required and how quickly we receive your documents.

What if I forget my password?

Don't worry. If you cannot remember your password, you can reset this at any time. Just click 'Forgot password' on the log in page and follow the instructions.

My dashboard is blank. How do I access my screening?

Once you have logged in, if you are greeted with a blank screen with no tile to click into, this means that your account hasn't been linked to your screening. In order to link this, please follow the link from your original email.

If I have a problem submitting my data, can I contact anyone?

You can contact us via Live Chat by selecting the Help icon at the bottom of the page to connect with our UK-based screening team. Alternatively, call us at 03456 44 55 46 or email screening@agenda-screening.co.uk.

What Happens Next?

Why do you ask for so much information?

Each client has specific screening requirements. Agenda will only ask you to provide information necessary and relevant to complete the specific screening package that you have been submitted for. (Please note: We may request payslips and/or bank statements to confirm periods of employment or unemployment. If you are unable to provide exact dates for which you were employed with a company, please just enter the first day of the month that you commenced employment).

I have been asked to upload evidence of my activity history. What sort of documents are acceptable?

A variety of documents can be used to help us verify your activity history, here is a run down of examples:

Self Employment

- Employment
- HMRC documentation
- Invoices

Education

- Certificates
- Transcripts

Gaps in employment

- Evidence of universal credit
- Travel documentation
- Maternity allowance documentation
- Pension evidence

Employment

- First & Last payslip
- P60 to cover each year of employment
- Offer letter & P45
- HMRC documentation

Will I need to provide any further information, after submitting my details?

From time to time, Agenda may need further information, documentation or clarification in order to successfully complete your screening. We will reach out to you if we do need any further information. You will receive a phone call or an email prompting you to return to your portal to provide additional information / documentation.

Can I log on again after I have submitted my data?

Yes, you can access the portal at any time to upload documents or send the team working on your screening a message.

If I change my mind about providing consent after I have started the online process, do I have the chance to decline?

Yes, either just logout or don't press 'submit'. To withdraw from the process, contact your employer. If I have already submitted your details, you can withdraw consent at any time by calling us on 03456 44 55 46.

How will I know when the screening is complete?

The client will be notified automatically when the screening has been completed. Depending on the clients' preferences, you may also receive an email confirming the screening has been completed.

Data Security

When I am submitted for screening who has access to the information I provide?

Once you have been submitted for screening by your employer / potential employer or organisation (Agenda's client), you will be asked to provide information based on a screening level requested by your employer / potential employer or organisation. This information will be accessible by the Agenda team performing the pre-employment checks and the organisation that submitted you for screening. Depending on the checks involved we may also have to share this information with 3rd parties as part of the validation process. More information on these third parties can be found below.

Who will your data be shared with?

Agenda do not sell your personal data to third parties. Depending on the screening level ordered by the client and the types of check that screening level consists of, Agenda may have to share your information with a third party to validate the information provided by you is accurate and correct.

How do you use the information that I have provided?

Agenda use the personal information that we collect from you to perform a background screening check on you. This is based on our client's requirements. This is done to validate that the information you have given to our client as part of your employment or potential employment.

The level of information we collect depends on the types of background checks agreed and ordered by Agenda's client. Example of the types of checks that might be in the:

- ID Verification
- Qualification Check
- Work History
- Criminal Check
- Right to Work Check
- Fraud Database Check
- Sanctions Check
- Finance Check
- Online Reputation Check / OSINT (Open Source Intelligence)

Will I be informed when my data is destroyed and how will I know?

No, but all data is destroyed after 12 months of the screening being completed, in compliance with the Data Protection Act 2018 and the GDPR.



Data Security

Data minimisation

The amount of personal information we collect from you will vary depending on the screening level and the types of checks our client has ordered. Agenda limits the amount of information that we collect from you to what is required for Agenda to be able to complete the background check that the client has ordered. The information Agenda collects from you is only used to carry out the screening and is never sold to third parties.

To carry out a background check, we collect “personal identifiable information” (i.e. information that could be used to identify you directly.) Examples of this type of information include full name, previous names, address, phone numbers, email addresses, date of birth or gender. Agenda may also ask for work, education, address and criminal record history if this is part of the background check ordered by the client.

What happens to my information after the screening has been completed?

Our client your employer, potential employer or organisation will receive an end of candidate screening report outlining the information Agenda has validated.

Please note that as a Data Processor Agenda only process your data on written instruction from the Data Controller (Agenda's client) Subject Access Requests or a request to erase your data should be directed to the organisation that submitted you for screening. Agenda cannot action these requests without authorisation from our client, the Data Controller.

How long is this data stored for?

Agenda Screening Services stores your data for a maximum period of 12 months, from the completion of your Screening and the issuing. After 12 months your personal identifiable information is removed from our system.

Types of check and examples of third parties Agenda may have to share your data with depending on the screening level you have been submitted for.

Criminal Check

If a criminal record check is part of your screening, Agenda will share your information with the relevant disclosure body to check if you have a criminal record. In the UK, this would be the Disclosure and Barring Service (DBS), Disclosure Scotland or Access Northern Ireland.

International Checks

If you have lived or worked overseas and Agenda have to confirm employment, criminal record, references or education for the period that you were overseas, we may store, process and transmit information to locations around the world, including those outside your country or the EEA (this only applies if you have lived and worked overseas). Such a transfer will not occur without adequate protection. Agenda shall only process (including store) personal information in accordance with applicable European and UK privacy laws

Online Reputation Check / OSINT (Open Source Intelligence)

If an OSINT check is part of the screening level, Agenda will check your online digital footprint to see if there is information in the public domain that could be detrimental to Agenda's client.

CIFAS Check

If your screening level includes a CIFAS check, this additional fair processing notice will also apply. Please click here for the CIFAS privacy notice

Sanction and Fraud Checks

If a sanctions or fraud check is part of the screening level, Agenda will cross-reference your name against various sanctions and fraud databases. Examples of these types of databases are OFAC and the UK government sanctions lists.

Qualifications Check

If a qualifications check is part of the screening, Agenda will share your details with the awarding body or establishment of the qualification to validate the authenticity of the qualification that you hold.

Previous Employer(s) and References

If required by the screening level, Agenda will contact your previous employer/s and references to confirm employment history and/or obtain a reference/s.

Finance Check

If a finance check is part of your screening, Agenda will share your information with the relevant credit reference agencies.

ID Check

If an ID check is part of the screening, Agenda will use Yoti and relevant credit reference agencies to check the authenticity of the ID documents shared with Agenda.

How do you protect and secure my personal information?

Agenda fully appreciate how important and valuable personal identifiable information is and we take all possible steps to protect it. Data is held by Agenda in the UK and is not sold on to third parties.

Agenda is accredited to the internationally recognised ISO/IEC 27001:2013 standard for Information Security Management, ISO 27701 Privacy Information Management, BS10012 Personal Information Management and ISO 22301 Business Continuity Management these standards are audited by an independent certification body, every 6 months.

Agenda is accredited to the UK government and CESG backed Cyber Essentials scheme which is now a requirement for organisations that work with UK government organisations. Agenda's premises hold the ACPO Secured by Design award.

Agenda is an umbrella body of the Disclosure and Barring Service and must be compliant with strict information security standards set out by the DBS. To remain a registered umbrella body, Agenda is subject to and must pass audits carried out by the DBS.

All personal information is handled by Agenda staff that have been through 22 background checks themselves and are fully trained in the requirements of Data Protection.

We are accredited to ISO 9001 Quality Management System standard that we use to ensure sure that our processes and services are fully audited and robust. To maintain this international standard, we are audited every 6 months by an independent certification body.

Recite-Me

Recite-Me is our accessibility tool. Recite-Me is a web accessibility company that advocates for website users to have an inclusive online experience. It offers a range of innovative on-demand accessibility tools that make websites accessible and inclusive for a diverse range of people online.

What is this icon in the corner of the screen?

The Recite Me assistive toolbar includes features such as screen reading functionality, multiple reading aids, customisable styling options, and an on-demand live translation feature that supports over 100 languages.



How can I access Recite-Me?

It's really simple to access this tool. All you have to do is click the icon on the bottom left hand side of your screen. A toolbar will pop up across the top, allowing you to select your aid. This will instantly tailor your experience on our portal. To exit the Recite-Me tool, just click the X on the right hand side of the toolbar.

We're here to help

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