

WHY TRUST US? (CLIENT)

Selecting a company to provide your screening services can be a daunting, protracted and expensive process especially if your choice does not turn out to be what you expect. An essential part of the selection process must be a detailed due diligence check on the screening company including checking their financial status, services, processes, certifications and taking up references. But above all is their ability to ensure compliance and security of your data and that of your candidates; our Pre-employment Screening System (PrESS) provides that and much more.

When I logon to make a screening request, who has access to the information I provide?

A. When you submit your screening request the information is sent through a secure (https) link to our secure servers. Access to this data is restricted to screening personnel.

How long is the data held in your servers after the screening request has been made?

A. It is held until the candidate submits their application or a maximum of one calendar month. Once the candidate has submitted all their information, this data is held for 12 months.

If the candidate saves the data during the on line application processes will I as the client have access to it?

A. No, it is held purely for the use of the candidate until they complete the on line application.

How many times does the system allow the candidate to attempt to log on?

A. The system allows you to log on 3 times.

If the candidate changes their mind about providing consent after starting the on line process will I as the client be notified?

A. Yes, by email.

Can the candidate logon again after they have submitted their data.

A. No, once they have submitted their data the one way

link is then broken and no further access is allowed.

What happens to the data once the candidate has completed the online process?

A. The data is transferred directly to our secure network for the screening process to commence. The reason for this transfer is to prevent any possible hostile attack through PrESS. Both of our main servers are protected with firewalls.

How long do you hold the screening data and who has access to it?

A. We hold it for a maximum of 12 months.

Why do you ask for so much information?

A. Each client has specific screening requirements. Agenda will only ask each candidate to provide information necessary and relevant to conduct your specific screening services.

How will I know when the screening is complete?

A. You will be notified by e-mail and provided with a screening certificate.

Will the client or candidate be informed when the screening data is destroyed and if so how are we notified?

A. Neither the client nor the candidates are notified as our systems destroy all data within 12 months of the screening being completed in compliance with the Data Protection Act 1998.