



WEST NAUTICAL

Recruitment and Placement Services

In engaging with West Nautical Recruitment and Placement Agency you understand the following:

- Your details will only be forwarded to Potential Hirers with your consent
- You will not be charged for the recruitment services
- You confirm that the Identification you provide is Valid, Current and only relates to yourself.
- If successful, you will have an opportunity to understand your rights & duties prior to engagement.

Data Protection Act

The West Nautical Group collects and maintains personal information in order to carry out our functions as a recruitment and management company. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By engaging with us, you agree to us processing your personal information.

The personal data will be used for a range of activities related to your potential employment on-board.

Data is not shared for any marketing purposes whatsoever.

Where Data is shared with an organisation, such as for an injury claim, they are contractually obliged to process the data under the same conditions of data protection.

Under the Data Protection Act you also have the right to ask for a copy of your information held and to request correction of any incorrect information held.

In the event that something went wrong we would always try our best to resolve things. Please do speak to our Privacy Team first as we may be able to quickly and easily resolve the problem. In the event that you wish to make a complaint about how your personal data is being processed, or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioners' Office who's website is <https://ico.org.uk>

Complaints

We always strive to provide excellent service, however if you have a complaint about the service you have received during the recruitment process, we will do our best to resolve by:

- a) Having the complaint considered by the lowest level of manager or officer who has the expertise and authority appropriate to consider such a complaint, provided that the person considering the complaint is not directly involved with the particular complaint**
- b) If that person is unable to resolve or reject the complaint, escalating the complaint to be considered by the next level of manager or officer who has the expertise and authority appropriate to consider such a complaint, provided that the person considering the complaint is not directly involved with the particular complaint**
- c) Continuing to escalate the complaint in such manner until it is resolved or rejected, and**
- d) We will advise the MCA of any unresolved complaint.**