

Recruitment Privacy Policy

Last updated: June 2026

As part of the recruitment process, we collect and process personal data relating to job applicants. We use automated tools to support our recruitment process, including AI-assisted features. This notice explains how those tools work and what rights you have in relation to them.

1. What information do we collect?

We collect a range of information about you. This includes:

- Your name
- Your address
- Your contact details (including email address and telephone number)
- Details of your qualifications, skills, experience and employment history
- Information about your current level of remuneration (including benefit entitlements)
- Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process
- Information about your entitlement to work in the UK
- Notes and feedback recorded by our recruitment team during the assessment process
- AI-generated summaries of evaluations made by our recruitment team

2. Why do we process personal data?

We need to process data to take steps, at your request, prior to entering into a contract with you. We may also need to process your data in order to enter into a contract with you. In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, it is mandatory to check a successful applicant's eligibility to work in the UK before employment starts. We have a legitimate interest in

processing personal data during the recruitment process and for keeping records of the process.

Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims.

We may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. We may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. We process such information to carry out our obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, we may keep your personal data on file in case there are future employment opportunities for which you may be suited. We will ask for your consent before we keep your data for this purpose and you are free to withdraw your consent at any time by asking us to delete information we have about you.

3. How we use automated tools in our recruitment process

We use an applicant tracking system called Hi Bob to manage applications. HiBob includes AI-assisted features that support our recruitment team.

The AI features currently enabled on our account are:

- Evaluation Insights: this tool summarises written feedback submitted by members of our recruitment team. It does not assess you independently, it consolidates notes that humans have already written about your application.
- Job Translations: this tool translates job descriptions into other languages. It does not process your personal data.

These tools are designed to assist our team, not to make decisions on your behalf. No decision about your application, including whether to progress you, invite you to

interview, or offer you a role, is made solely by an automated process. A member of our team reviews all AI-generated outputs before any decision is made.

If you would like to know whether AI-generated content has been used in the assessment of your application, or if you would like a human review of any decision made about your application, you can request this at any time by contacting people@smashpadel.co.

4. Where we collect your data from

We collect your personal data directly from you when you apply for a role. Applications submitted through our careers site, Indeed, LinkedIn or any other job board are directed to our HiBob-hosted application page, where your data is collected and stored.

When you apply via a job board such as Indeed or LinkedIn, those platforms may process your data in accordance with their own privacy policies before passing your application to us. We recommend reviewing:

- Indeed's Privacy Policy at indeed.com/legal/privacy
- LinkedIn's Privacy Policy at linkedin.com/legal/privacy-policy

We may also collect personal data about you from third parties, such as references supplied by former employers. We may seek information from third parties only once a job offer to you has been made and will inform you that we are doing so. Data will be stored in a range of different places, including on your application record in our recruitment system and on other IT systems (including email).

5. Who has access to your data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.



We may, with your express permission, share your information within Smash Group to allow you access to similar roles that may be of interest.

We use the following third-party systems to manage your data as part of the recruitment process:

- HiBob - our applicant tracking system, used to manage applications, store candidate data and support evaluation. HiBob processes data within the EEA. A Data Processing Agreement is in place.
- Indeed - job advertising platform. Applications submitted via Indeed are passed to HiBob.
- LinkedIn - job advertising and sourcing platform. Applications submitted via LinkedIn are passed to HiBob.
- DocuSign - used to issue and sign offer letters and contracts where applicable.

We will not share your data with other external third parties, unless your application for employment is successful and we make you an offer of employment. We may then share your data with former employers to obtain references for you, and employment background check providers to obtain necessary background checks.

6. How do we protect your data?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

Our recruitment system provider, HiBob, is certified to SOC 2 Type 2, ISO 27001 and ISO 27018:2019 for protection of personal data in cloud environments. standards. Data processed through HiBob's AI features is subject to a zero-retention policy, meaning it is not stored or used to train AI models by any third-party provider.

7. How long do we store your data?

Registered office address:
Salatin House, 19 Cedar Road, Sutton,
SM2 5DA
info@smashpadel.co
Company number: 13794324
VAT number: 425691679
smashpadel.co

Think inside the box.

If your application for employment is unsuccessful, we will hold your data on file for 6 (six) months after the end of the relevant recruitment process. At the end of that period, your data is deleted or destroyed.

This includes any AI-generated evaluation summaries created during the assessment of your application.

However, we may ask for your consent to keep your personal data on file for a further 6 (six) months for consideration for future employment opportunities. Either at the end of that period, or if you do not consent to us holding your data, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your Human Resources file (electronic) and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

8. Your rights

As a data subject, you have a number of rights.

You can:

- Access and obtain a copy of your data on request
- Require the organisation to change incorrect or incomplete data
- Require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where we are relying on legitimate interests as the legal ground for processing
- Request a human review of any decision made about your application where automated tools have been used to support that decision
- Request an explanation of the logic used by any AI tool that has processed your data in connection with your application



- Withdraw any consent you have given at any time, without affecting the lawfulness of processing carried out before withdrawal

If you would like to exercise any of these rights, please contact the Data Protection Officer at people@smashpadel.co. If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner's Office at ico.org.uk.

9. What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to us during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

This policy will be reviewed periodically to ensure compliance with changes in employment law and equality and diversity legislation. In the event that this policy or procedure is not compliant, the relevant legislation shall prevail.

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