

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Universal Jobmatch was replaced by [Find a job](#) on 14 May 2018.



Department
for Work &
Pensions

DWP Privacy Impact Assessment (PIA) Template Form			
Reference Number	PIA 157 (allocated by DSDPP)		

Before completing this Template, please read all the questions first. You must provide SRO and IAO details below, otherwise the PIA will be returned to you for this information.

PIA Project contact details	
PIA date:	10/9/15
PIA Version control: give the version of this PIA such as 1.0, 1.1, 2.0 etc.	1
Project Title:	Universal Jobmatch
Deadline for completion:	
Contact name:	[REDACTED]
Business Directorate:	Digital Services Division
Location:	[REDACTED]
Email address:	[REDACTED]
Telephone:	[REDACTED]
Senior Responsible Officer (SRO): give name, email address and telephone number. (This <u>must</u> be completed.)	[REDACTED]
Business Senior Information Risk Owner (B-SIRO): give name, email address and telephone number. (This <u>must</u> be completed.)	[REDACTED]
Tick which of the following applies:	<p>This is:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> sharing personal information allowed by legislation <input checked="" type="checkbox"/> sharing personal information with customer consent <input checked="" type="checkbox"/> sharing personal information with a contracted provider <input type="checkbox"/> sharing or transferring personal information within DWP <input type="checkbox"/> other. If other, describe briefly the circumstances that apply

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PIA Project details: Provide as much information as possible so that any privacy risks can be identified and measures taken to mitigate them

1. Project Outline

- 1.1. Universal Jobmatch is a web based job matching service. It is a managed service delivered by Monster Worldwide Services (also known as Monster.com.uk and hereafter known as Monster). Universal Jobmatch allows employers to set up accounts and advertise their jobs on line. It allows jobseekers to set up accounts, apply for jobs on line and create Curriculum Vitae. It connects companies to jobseekers through the job matching service.
- 1.2. Those Jobseeker Allowance (JSA) claimants, that are mandated to use the service via a Jobseeker Direction, will be required to create a Universal Jobmatch account and place a public curriculum vitae (CV) on the service. Jobseekers can have up to 5 CV's on the service, only one can be made 'public' at a time. A public CV is one that links to employers who are doing searches for a certain type of jobseeker with specific skills. The employer does not have access to the full CV at this point. If the employer then contacts the jobseeker then the jobseeker has the choice to release the full original CV to the employer.
- 1.3. Those jobseekers that have not been mandated to use the service, but still wish to use the service can register with or without a public CV as they see fit. The jobseeker has the choice to create a CV within the Universal Jobmatch service or upload their own CV to the service.
- 1.4. Companies will access the service through GOV.UK and DWP staff will check the first advert placed for each new employer. This check has been put in place to for the department to check for genuine employers and jobs . Monster also have a number of automated checks in place to prevent inappropriate jobs and bogus employers.
- 1.5. When companies set up their accounts they will have to accept the Universal Jobmatch Terms and Conditions and these will have to be accepted each time they are updated. By accepting these Terms and Conditions, companies agree to only use the service for legitimate recruitment purposes. Appropriate action will be taken to monitor inappropriate use.
- 1.6. Where a JSA claimant is told by DWP to apply for a job, they will be required to share information, this situation is no different to that prior to the introduction of Universal Jobmatch.

2. Stakeholders directly involved in the work:

- Government Digital Services;
- Government Gateway;

- Monster Worldwide Ltd;
- Hewlett Packard Services;
- Cap Gemini;
- All employers;
- All jobseekers; and
- DWP internal directorates

Whilst not stakeholders, representatives from the British Chambers of Commerce, the Federation of Small Businesses and the Forum of Private Business have agreed to publicly endorse Universal Jobmatch and signpost members to the service.

3. Has this work been done before?

No

4. What permits this processing of personal information?

Customer's who are not required to use Universal Jobmatch give their consent to the processing of personal information by creating an account themselves via the Universal Jobmatch service. Any jobseeker i.e. a non-benefit customer; should they decide not to use Universal Jobmatch has the right to request us to stop processing their information e.g. using it to perform the Universal Jobmatch functions.

We process information about users in accordance with our privacy policy.

Some JSA claimants can be mandated to register on Universal Jobmatch, create a public CV or use the service as part of a Jobseeker Direction. In this instance we can continue to process their information.

The transfer of data between DWP and Monster (DWP's service provider) is allowable under the Social Security Act 1998. JSA claimants can be required to provide information to employers in order to apply for a job, under the Jobseeker Act 1995.

5. What personal information is being used, collected, held or shared?

This web based technology will store some personal data, but will not store any primary identity data (for example bank details, national insurance number, date of birth etc.).

The information captured to create a profile or CV, is dependent on how much information jobseekers wish to disclose, although there are some fields that are necessary for the user to obtain the best from the service, like automatic matching and uploading a public CV. These necessary fields are as follows:

First Name;

Surname;

City;

Region;

Postcode;

Email address; and

Skills (only need to provide one, though the more skills the better the matching may be).

Help Text is available within Universal Jobmatch to assist the user in not including inappropriate

or sensitive details in the CV. The above is the only information that is used, collected, held on UJ and as discussed earlier in 1.3 shared via CV.

6. Who are you sharing the personal information with?

6.1 The personal information on jobseeker CV's is only shared with employers when there is jobseeker consent. All jobseeker data will be kept anonymous from a company until the jobseeker either chooses to accept an invitation from a company to apply for a job or until the jobseeker applies for a job through the service. It will not be possible for an employer to identify a jobseeker through the match results as these do not contain any personal information. Employers cannot view or save CV details from match results – they must invite the jobseeker to apply. When inviting seekers to apply, the employer is not exposed to any information about the jobseeker, and has no way of knowing who the jobseeker is that they are inviting to apply. If the jobseeker ignores the invite to apply request, the employer will not be able to gain access to any CV/profile details about the jobseeker. When an applicant applies for the job, on application, the jobseeker will decide whether to allow the company to see their full CV. Prior to 27th June 2015 in some circumstances an employer could use 'Company confidential' which means the identity of the company was not disclosed to the jobseeker. There was no explanation on the Universal Jobmatch site as to when Company Confidential was used, however changes to the service on 27th June 2015 have corrected this. In future, use of company confidential will have to be agreed with DWP before an employer can use the function.

6.2 For matching purposes, companies will receive an anonymised list of the best matches of registered jobseekers who have a public CV that meets the specification criteria. (the employer does not have any contact information at this stage, the contact is made via a function within the automated service, linking the two parties without disclosing names or personal information) the jobseeker allows this by releasing the full CV to the employer. Whilst the service will not push personal data to, or pull personal data from any other government departments, the delivery of the service includes:

DWP

GOV.UK

Government Digital Services,

Government Gateway; and

Monster.

6.3 There is an access policy in place to ensure that only the appropriate staff are permitted access to jobseeker data within Universal Jobmatch. Help Desk staff, both DWP and Monster, will have controlled access to both company and jobseeker accounts to enable them to assist with technical queries. The usage of company and jobseeker accounts by these staff will leave an audit trail and these will be closely monitored by both DWP and Monster. This data will not be shared with a claimant's adviser for benefit purposes.

6.4 Companies outside the UK can register for a Universal Jobmatch account but due to Government Gateway and security controls they are not able to fully self serve. DWP would manage the registration and vacancy placing for them. International employers (those without a base in the UK) are managed via the Overseas Vacancy Taking team, who will place vacancies via the non on-line channels and direct applicants via any route other than inside Universal Jobmatch, as there is no self-service option for international employers.

7. How will the personal information be shared securely?

7.1 All DWP staff are given security training on an annual basis and this includes awareness of not disclosing customer personal data to others.

7.2 All Monster staff involved in Universal Jobmatch were security checked as part of the contract and there is an on going requirement for Monster to keep those security checks up to date by providing an annual return in accordance with Para 7.3 of the HMG Baseline Personnel Security Standard.

7.3 Monster and DWP have dedicated teams working on preventing fraud by both external and internal sources.

7.4 Any correspondence between DWP and Monster which includes jobseeker data is transferred via a secure Multiprotocol Label Switching (MPLS) link to ensure that it is not outside the GSI government secure e mail exchange. Only the specific e mail addresses in the MPLS service and the users authorised can send e mails across this exchange to dedicated addresses in the protocol.

7.5 Every job posting is associated with the employer that posted it. When a jobseeker applies to a job, a link between the CV they used to apply and the employer that posted the job is made. The CV used to apply is added to a folder for the employer that posted the job. The contents of the CV are "snap-shotted" so that when an employer views the CV, it reflects the state of the CV at the time the jobseeker applied. In order to view the contents of the CV, the employer must log in to the site using their Government Gateway credentials. All information transmitted between the server and the employer's computer is encrypted and transmitted via SSL.

7.6 Checks are made on new employers when they first post a job advert and subsequent checks are made on the Universal Jobmatch service by Monster and DWP fraud teams throughout the lifecycle of an employers account to validate that there are genuine job adverts on the service.

8. Are you using the minimum amount of personal information?

Universal Jobmatch uses the minimum amount of personal information, without this basic information it would not be possible for jobseekers to apply for jobs or create a meaningful CV.

All jobseeker data will be kept anonymous from a company until the jobseeker either chooses to accept an invitation from a company to apply for a job or until the jobseeker applies for a job through the service. It will not be possible for an employer to identify the jobseeker until the applicant applies for the job. On application, the jobseeker will decide whether to allow the company to see their full CV.

Those jobseekers who volunteer to use the anonymous job search service do not have to disclose any personal data until they choose to apply for a job. Jobseekers that create a Universal Jobmatch account must provide certain necessary data (as above) to enable the account to work.

8. How will this personal information be kept accurate and up to date?

It is the responsibility of the Universal Jobmatch user to keep their information accurate and up to date. If a jobseeker has not used the service for 12 months then Monster will contact the jobseeker electronically to ensure the account is still required. It is possible at this stage that the user may update their details on the service.

9. How long will the personal information be kept by DWP and the third party?

9.1 Currently if there has been no activity on a jobseekers account for between 6 -12 months Monster will contact the jobseeker electronically (e-mail as a minimum) to enquire if the account is still required. If there is no response to the e mail within 4 weeks then the account and associated records will be removed from the live Universal Jobmatch site within a week of this 4 week deadline.

9.2 The Universal Jobmatch Services will permanently remove jobseeker data from the live Universal Jobmatch site on request (for all users regardless of whether they are claiming benefits or not claiming) within a week of a jobseeker requesting their data to be removed from the live service. Once removed the data is irretrievable and if a user creates a new Universal Jobmatch account this old account will not link to the new account. Jobseekers are advised of this information during the 'request to remove/ close accounts' process.

9.3 Any new data collected will be subject to review and retention arrangements linked to existing data policy.

9.4 While ever a Universal Jobmatch account remains open and active certain records within the account over 12 months old will move into archive and be retained in archive for 18 months before purging (deleting permanently). The following records will move into archive after they are 12 months old:

- Activity history records
- Apply history
- Job search notes
- Messages
- All saved jobs 12 months after creation date

Any saved jobs, saved searches, CV's and cover letters that are deleted manually by the jobseeker will not move into archive.

Saved jobs, saved searches, CV's and cover letters will remain in a Jobseekers Universal Jobmatch account unless there has been inactivity for 12 months (see above process 9.1)

11. How will the personal information be stored securely by DWP and the third party?

The personal information is stored on the web based Universal Jobmatch service. The service is password controlled by all users. All jobseeker data is hosted in two Government approved secure data centres, which manage confidential data and connectivity is through the government secure network managed by BT and is held in line with the Data Protection Act.

12. What arrangements are in place when a customer makes a written Subject Access Request for their personal information?

There is a written agreed Subject access process, which involves Monster service desk securely transferring the request to DWP helpdesk staff who inform the data protection officer. This process has been designed to ensure information is provided within the 40 calendar day's timescale.

13. Does the new or additional IT have Departmental Security Accreditation?

Yes

In progress. If in progress, give the date that it is expected to be given

No. If No, explain why it has not been provided or is not required.

14. Is the personal information being transferred overseas outside of the UK or European Economic Area?

No