Rightcheck

RightCheck – Definition of Service Including Additional and Optional Screening Services

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1. Service Name

RightCheck

2. Service Description

RightCheck is a cloud-based background screening and Right to Work verification service designed to support organisations in meeting statutory employment, regulatory, and compliance obligations while reducing recruitment risk and time to hire.

The primary purpose of RightCheck is to facilitate compliant Right to Work checks. In addition, the platform supports a comprehensive range of pre-employment, workforce, and background screening checks. These checks may be delivered directly by RightCheck or through reputable third-party suppliers.

RightCheck is delivered as Software as a Service (SaaS) and accessed via a secure web browser.

3. Service Scope

RightCheck enables organisations to:

- Conduct compliant Right to Work checks
- Perform identity, employment, and background screening checks
- Collect, validate, and manage candidate information and documentation
- Track screening progress and outcomes via dashboards and reports
- Maintain auditable records to demonstrate compliance with legislation and policy

Screening workflows are configurable to align with organisational policies, job roles, risk profiles, and regulatory requirements.

4. Service Delivery Model

RightCheck is a fully managed, cloud-hosted service. Customers access the service via a standard web browser without the need for local software installation.

RightCheck is responsible for hosting, maintenance, updates, and security management. The service is available on a 24/7 basis, subject to planned maintenance.

5. Users

The service is designed for use by:

- HR and recruitment professionals
- Compliance, governance, and risk teams
- Hiring managers (subject to role-based access)
- Candidates undergoing screening

Access to functionality and data is controlled through role-based permissions.

6. Implementation and Onboarding

RightCheck implementations follow a structured onboarding process, which may include:

- Initial service configuration
- Workflow and check selection
- User and role setup
- Knowledge transfer and guidance

Implementation scope varies depending on the selected services, integrations, and organisational requirements.

7. Screening and Checking Services

7.1 Right to Work Checks

RightCheck facilitates Right to Work checks in accordance with applicable legislation and guidance.

RightCheck supports digital and manual processes designed to assist organisations in demonstrating compliance with statutory Right to Work requirements. Responsibility for final employment decisions remains with the Subscriber.

7.2 Criminal Record Checks (CRC)

7.2.1 General

RightCheck facilitates criminal record checks using reputable third-party suppliers where applicable.

7.2.2 Subscriber Responsibilities

The Subscriber is responsible for:

- Informing candidates at the start of the recruitment process of the purpose and process of criminal record checks
- Implementing a written policy governing the use of criminal record information
- Protecting disclosure outputs and associated personal data in accordance with data protection legislation

7.2.3 UK Criminal Record Checks

When requesting UK criminal record checks, the Subscriber agrees to comply with the applicable codes of practice issued by:

- Disclosure & Barring Service (DBS)
- Disclosure Scotland (DS)
- AccessNI (ANI)

This includes ensuring candidates are informed of their rights under the Rehabilitation of Offenders Act 1974, verifying identity in line with guidance, and controlling access to disclosure information.

7.3 International Criminal Record Checks

RightCheck may facilitate international criminal record checks for candidates who have resided overseas within a defined address history period.

Such checks are subject to jurisdictional availability, local legal requirements, and data protection laws. The Subscriber remains responsible for candidate notification, policy governance, and appropriate data handling.

7.4 Identity Verification Checks

RightCheck supports identity verification checks, including document validation and biometric or electronic identity verification, where applicable.

The Subscriber is responsible for ensuring identity checks are used appropriately and in accordance with applicable legislation.

7.5 Employment History and Referencing Checks

RightCheck facilitates employment history verification and employment referencing checks to confirm a candidate's work history.

The Subscriber is responsible for defining referencing criteria and using outputs appropriately in recruitment decisions.

7.6 Education and Qualification Checks

RightCheck supports the verification of educational qualifications and professional certifications, including academic and vocational credentials.

Where required, third-party verification services may be used. The Subscriber is responsible for ensuring candidate awareness and appropriate use of results.

7.7 Professional Registration and Regulatory Checks

RightCheck may facilitate checks against professional registers and regulatory bodies (for example, healthcare or financial services regulators) to confirm registration status and eligibility.

7.8 Financial and Credit-Related Checks

RightCheck may support financial screening checks, including:

- Adverse financial history checks
- Directorship checks

- Insolvency or related financial indicators

Such checks are subject to lawful basis requirements. The Subscriber remains responsible for defining when such checks are appropriate.

7.9 Sanctions, PEP, and Watchlist Checks

RightCheck facilitates sanctions, politically exposed persons (PEP), and watchlist screening checks to support regulatory and compliance obligations.

These checks may be used to identify potential financial crime, regulatory, or reputational risks.

7.10 Social Media and Media Screening Checks

RightCheck may facilitate social media and adverse media screening checks designed to identify publicly available information that may present reputational or conduct risks.

The Subscriber is responsible for ensuring lawful and proportionate use of such checks.

7.11 Bank Verification Checks

RightCheck facilitates bank account verification checks through third-party suppliers.

The Subscriber is responsible for:

- Informing candidates of the purpose and process
- Implementing a written policy governing bank verification
- Protecting outputs and personal data

7.12 Proof of Address Checks

RightCheck facilitates proof of address checks using third-party suppliers where required.

The Subscriber is responsible for candidate notification, policy governance, and data protection compliance.

7.13 Right to Work Checks – Republic of Ireland

Where Irish Right to Work checks are requested, the Subscriber agrees to comply with applicable Irish legislation, including:

- Employment Permits Acts 2003–2014
- Immigration Act 2004
- GDPR and Irish Data Protection Acts
- Workplace Relations Act 2015

The Subscriber remains responsible for policy implementation and lawful use.

8. Service Management and Support

RightCheck provides UK-based support services, including:

- Incident and service request handling
- Guidance on system usage and configuration
- Access to documentation and self-service resources

Support is delivered through tiered plans, including enhanced options with a dedicated Customer Success Manager.

9. Security and Data Protection

RightCheck processes personal data in accordance with applicable UK data protection legislation, including UK GDPR.

Security measures include:

- Role-based access controls
- Secure data transmission and storage
- Audit logging and monitoring

Personal data is processed solely for the purpose of delivering the contracted service.

10. Compliance

RightCheck supports organisations in meeting compliance obligations relating to:

- Right to Work legislation
- Criminal record checking frameworks
- Employment and workforce screening best practice
- Audit and record-keeping requirements

The service provides reporting and audit capabilities to support compliance activities.

11. Commercial Information

RightCheck is provided under standard commercial terms. Pricing models include usage-based and subscription-based options. All prices are exclusive of VAT.

Detailed pricing, service levels, and contractual terms are defined separately.

12. Service Constraints

The service requires:

- Internet connectivity
- A supported web browser

RightCheck does not replace an organisation’s responsibility to make final recruitment or employment decisions.