



Postal Submission of Identification Documents Policy

Date policy issued: 10/03/2026

Date policy last reviewed: 10/03/2026

This policy will be reviewed every 12 months (as a minimum).

Review due date: 10/03/2027

Review by: Louise Horan-Phillips, Compliance Manager and Lead DSO



1. Purpose

This policy outlines the procedures and responsibilities relating to the submission of personal identification documents by job applicants via postal or courier services. It aims to ensure transparency regarding the risks associated with postal delivery and to clarify the company's liability in relation to such submissions.

2. Scope of the Policy

This policy applies to all job applicants who are requested or choose to submit identification documents to the Smile Education by post as part of the recruitment, identity verification, or compliance processes.

3. Acceptable Identification Documents

Applicants may be asked to provide identification documents to verify identity, eligibility to work, or other regulatory requirements. These documents may include, but are not limited to:

- Passports
- National identity cards
- Driving licenses
- Proof of address documents
- Other government-issued identification

Where possible, applicants are encouraged to present identification documents in person and in their original form.

4. Submission of Documents by Post

Applicants who choose to send identification documents via postal or courier services do so voluntarily and at their own risk. The company does not require applicants to send documents by any specific postal provider unless otherwise stated.

Applicants are strongly encouraged to:

- Use secure and trackable postal services
- Avoid sending original documents unless this is the only alternative and presenting documents in person cannot be accomplished



- Retain proof of postage and tracking information

5. Liability Disclaimer

Smile Education accepts no responsibility or liability for identification documents that are lost, delayed, damaged, or intercepted during transit prior to their delivery to the company's premises.

Responsibility for the security and delivery of documents remains with the sender and the chosen postal or courier service until the documents are physically received by Smile Education at the address: Smile Education, The Colmore Building, Colmore Circus Queensway, Birmingham, B4 6AT.

Once documents are received, Smile Education will take reasonable steps to handle and store them securely in accordance with applicable data protection and confidentiality requirements.

6. Postal Handling of Received Identity Documents Procedure

Upon receipt, identification documents will be:

- Handled exclusively by authorised Compliance Officers and verified for authenticity.
- Photocopied or scanned, and copies will be stored on the candidate's personnel record.
- Recorded on the candidate's record, specifying the type of document provided (e.g. Birth Certificate).
- Securely enclosed in a sealed envelope, addressed to the candidate and hand-delivered to a local Post Office and requested to be sent to the candidate with recorded delivery.
- The candidate may request the tracking number of their document at any time.

7. Alternative Verification Methods

Where possible, Smile Education may offer alternative methods for verifying identity, including:

- In-person document verification
- Secure digital submission of documents
- Certified copies provided through authorised professionals

Availability of alternative methods may depend on operational or regulatory requirements.



8. Data Protection

All personal information and identification documents received will be processed in accordance with applicable data protection laws and company privacy policies.

9. Policy Review

This policy will be reviewed periodically to ensure compliance with legal, regulatory, and operational requirements.