

PRIVACY POLICY

We take personal data seriously and take every step to protect it



INTRODUCTION

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe.

In the interest of our long-held view of trying to keep documentation to a minimum we have devised a generic Privacy Policy which covers our data-collecting & sharing responsibilities with all interested parties with whom we deal, i.e. Candidates, Clients, Managed Service Providers (MSP's), Suppliers etc.

The bulk of the data we collect mainly emanates from candidates so this Privacy Policy predominantly covers this important area of rights & responsibilities. However, we do still collect limited client, MSP, supplier data etc.

We hope the following sections will answer any questions you have but, if not please do get in touch with us.

It's likely that we'll need to update this Privacy Notice from time to time. We will notify you of any significant changes.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

This notice:

- sets out the types of personal data that we collect about you
- explains how and why we collect and use your personal data
- explains how long we keep your personal data for
- explains why and with who we will share your personal data
- sets out the legal basis we have for using your personal data
- explains the different rights and choices you have when it comes to your personal data; and
- explains how we may contact you and how you can contact us

ABOUT US

We are a local, privately owned recruitment business which has 40 years' experience offering tailored recruitment services for both our candidates and clients.

Our sectors include;

- Business Support
- Accounting & Finance
- Sales & Marketing
- Customer Services
- Administration
- Receptionist & Facilities
- Supply Chain & Logistics
- Human Resources
- Pharmaceutical
- Warehouse/Driving

Contact Details

Uxbridge Employment Agency
Boundary House
Cricket Field Road
Uxbridge
Middlesex
UB8 1QG
01895 520 700

PERSONAL DATA THAT WE HOLD ABOUT YOU

In order to provide employment opportunities to you we need to process certain information. We only ask for details that help us help you, such as your contact details, employment history, educational background, immigration status, financial information (if you are temping with us) and of course you may choose to share other relevant information with us.

We may need to collect sensitive personal data about you, in the form of bank or passport details. We only collect sensitive personal data from you for legitimate business interests and in some cases for our legal obligations. We will also ensure you have given your consent for this to be used by us

WHERE WE OBTAIN YOUR PERSONAL DATA

There are two main ways in which we collect personal data, either directly from you or via third parties such as job boards and social media. This is information you provide using various forms depending on whether its regarding an individual or a business. We may also obtain additional information directly from you via E-mail or messaging.

HOW WE USE YOUR PERSONAL DATA

We may process your personal data for purposes necessary for the performance of our contract with you or your employer & to comply with our legal obligations.

We may process your personal data for the purposes necessary for the performance of our contract with our clients. This may include processing your personal data where you are an employee, subcontractor, supplier or customer of our client.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data.

We may use approved business AI tools to support our recruitment administration and internal business processes. This may include helping us draft or improve communications, summarise CV or work history information, prepare candidate profile wording, improve job advert wording, organise internal notes and improve the clarity of documents.

Where AI-assisted tools are used, they are used to support our staff and improve administration. We do not use AI to make final recruitment decisions about you. We do not use AI to automatically reject, rank, score, shortlist or select candidates. Recruitment decisions remain subject to human review and judgement.

We take steps to limit the personal data used with AI-assisted tools to what is necessary for the relevant task. We do not intend to use AI-assisted tools to process highly sensitive documents such as passport scans, right-to-work documents, bank details, payroll records, medical information or criminal record/DBS information.

Where an approved AI supplier processes personal data on our behalf, we will treat this as supplier/processor processing and apply appropriate contractual, security and transfer safeguards.

**WE TAKE YOUR
PERSONAL
DATA
SERIOUSLY**

Contact Details

Uxbridge Employment Agency
Cricket Field Road
Uxbridge
Middlesex
UB8 1QG
01895 520 700

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

Situations in which we will use your personal data

We may use your personal data in order to:

- carry out our obligations arising from any agreements entered into between you or your employer and us (which will most usually be for the provision of our services)
- carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services) where you may be a subcontractor, supplier or customer of our client

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

HOW WE PROTECT YOUR PERSONAL DATA

We know how much data security matters to all our candidates and clients. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We secure access to all transactional areas and encrypt your data using the latest techniques.

Access to your personal data is password-protected and sensitive data is secured by SSL encryption. We regularly monitor our system for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security.

WHO WE SHARE YOUR PERSONAL DATA WITH

Our main function is providing work-finding services for you whilst looking for a new opportunity during which process we will need to share your data - to promote you to our client base. Also, where appropriate, e.g. if you are temping for us, we will also share your personal data with Banks, HMRC, Pension Providers and any other organisation required by our legal obligations.

We may also use trusted service providers who process personal data on our behalf, such as IT, software, cloud, database, payroll, accounting, compliance and approved AI service providers. Where we use such providers, we require appropriate safeguards and only use them for the purposes of supporting our services and business administration.

HOW LONG WE KEEP YOUR PERSONAL DATA FOR

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data we take into consideration:

**WE TAKE YOUR
PERSONAL
DATA
SERIOUSLY**

Contact Details

Uxbridge Employment Agency
Cricket Field Road
Uxbridge
Middlesex
UB8 1QG
01895 520 700

- the requirements of our business and the services provided
- any statutory or legal obligations
- the purposes for which we originally collected the personal data
- the lawful grounds on which we based our processing
- the types of personal data we have collected
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means

CHANGE OF PURPOSE

Where we need to use your personal data for another reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

WHERE WE STORE YOUR PERSONAL DATA

Your data is stored securely within our company systems and with approved service providers used to support our recruitment and business administration. This may include secure cloud-based systems and software providers. Any transfer of your personal data will follow applicable data protection laws and we will treat the information in accordance with the guiding principles of this Privacy Notice.

WHAT ARE MY RIGHTS

You have the **right to request**:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete
- That we stop any consent-based processing of your personal data after you withdraw that consent
- Review of any decision made based solely on automatic processing of your data (i.e. where no human has yet reviewed the outcome and criteria for the decision)
- That we delete your personal data once it is no longer required to provide services to you, subject to our statutory retention obligations

You can contact us to exercise these rights at any time by contacting our Operations Manager, Chris Tuthill on 01895 520 728.

Please also be advised of the following:

- You have the right to withdraw consent even where an engagement letter does not exist

**WE TAKE YOUR
PERSONAL
DATA
SERIOUSLY**

Contact Details

Uxbridge Employment Agency
Cricket Field Road
Uxbridge
Middlesex
UB8 1QG
01895 520 700

- Whenever you have given us your consent to use your personal data. You have the right to change your mind at any time and withdraw that consent unless you are bound by the terms of a contract

Please note that we usually act on requests and provide information free of charge but may charge a reasonable fee to cover our administrative costs of providing the information for baseless or excessive/repeated requests, or further copies of the same information.

Please consider your request responsibly before submitting it. We will respond as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with we will come back to you and let you know.

If you would like to read more detail about how we collect and use your data please read our privacy policy that can be located on our [website](#).

CHECKING YOUR IDENTITY

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf we will ask them to prove they have your permission to act.

RIGHT TO COMPLAIN

You are able to submit a complaint to the Information Commissioner's Office about any matter concerning your personal information, using the details below. However, we take our obligations seriously, so if you have any questions or concerns, we would encourage you to raise them with us first, so that we can try to resolve them.

Information Commissioner's Office: Wycliffe house, Water Lane, Wilmslow, Cheshire, SK9 5AF Tel 0303 123 1113 www.ico.org

**WE TAKE YOUR
PERSONAL
DATA
SERIOUSLY**

Contact Details

Uxbridge Employment Agency
Cricket Field Road
Uxbridge
Middlesex
UB8 1QG
01895 520 700