

## Privacy Policy

CompleteHR Ltd respects your privacy and is committed to protecting your personal data.

### 1. THE DATA WE COLLECT IN THE COURSE OF PROVIDING SERVICES

Personal data, or personal information, means any information about an individual from which that person can be identified. This includes where a person can be identified directly, such as a person's name and address, but can also be information where a person is identified in other ways, such as their place of work and job title.

As part of our business relationship with you, we may collect, use, store and transfer different kinds of personal data about your employees, workers and contractors as follows:

- Identity information such as name, marital status, title, date of birth and gender, employment status, and contact detail such as home address, email address and telephone numbers.
- We may also collect Information about persons in connection with the matter in which you require our professional assistance, advice or representation. Dependent on the circumstances this could include:
  - Information including race or ethnic origin, sexual and gender orientation, religious beliefs; health and or medical records;
  - National Insurance and tax details;
  - Information about family including spouse and dependents;
  - Employment and immigration status, remuneration package, employment records to include performance, disciplinary, grievance, mediation, coaching, attendance records, trade union membership, pension arrangements, claims; and
  - Details of criminal convictions or offences.

### 2. IMPORTANT INFORMATION AND WHO WE ARE

We consider that when we are dealing with your existing staff information, collated and collected by you in the course of the employment contract, or contract for services, we are data controllers. This will also be the case where we are retained to provide training, when the only personal data disclosed to us is delegate lists prepared by you. Where we are performing services such as investigations, grievance or disciplinary processes, we consider that we are data controllers in respect of any information we prepare as a result of interviews and other forms of forensic investigation.

Controller                      CompleteHR Limited is the data controller or processor as applicable

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us using the details set out below.

Contact details

Contact:                      Toni Trevett

Email address:              Toni.Trevett@CompleteHR.ltd.uk

Postal address              Pendle, Birch Grove Road, Horsted Keynes, West Sussex, RH17 7BL

Telephone:                    07887 916800

### 3. HOW IS PERSONAL DATA COLLECTED?

We collect data and information about you in a number of ways to include:

- Information you provide as part of our relationship with you, whether in person at meetings, over the phone, via correspondence or by post, which will include details of names, e-mail addresses and telephone numbers of our contacts within your business
- Information you provide which is relevant to the Services we are performing for you, such as
  - Personnel information, including payroll, correspondence, disciplinary, grievance, absence, performance management proceedings, claims and termination details
  - Information relating to managers dealing with staff matters

Please note that when you supply third party's personal information eg staff information, you confirm that you have the permission and authority to do so and that you are compliant with data protection law.

### 4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- For the performance of the contract for services to you we have agreed or are about to agree;
- Where we have a business or commercial reason to use your personal information to enable us to provide our service to you. This is called "legitimate interests." However our legitimate interests must not override your own rights and interests. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law);
- Where we need to comply with a legal or regulatory obligation.

If we process any special categories of information in relation to employees, workers and contractors i.e. information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, processing of biometric data for the purpose of uniquely identifying individuals, health data, or data concerning sex life or sexual orientation, you must have a further lawful basis for the processing. This may include:

- your legitimate interests as their employer
- the processing being necessary for the establishment, exercise or defence of legal claims;
- the processing being necessary for reasons of substantial public interest e.g. to undertake activities in relation to the prevention or detection of fraud or other unlawful or dishonest activities.

If you process any information relating to criminal convictions or offences, we will only do so in compliance with data protection legislation. Typically we rely on one of the following lawful bases:

- preventing or detecting unlawful acts;
- complying with our regulatory requirements in relation to unlawful acts or dishonesty;
- dealing with suspicions of terrorist financing or money laundering;
- where it is necessary for us to obtain legal advice or establish, exercise or defend legal rights.

In all cases in which we process information in relation to which you are a data controller, we will only do so in compliance with data protection legislation.

## **5. PURPOSES FOR WHICH WE WILL USE PERSONAL DATA**

We will use this information for the purpose it has been provided to us. However, we may reasonably consider that we need to use the information for another reason if that reason is compatible with the original purpose. We may collect personal information for the following reasons:

- to provide our services including referring them to other professional advisors such as specialist consultants, lawyers, barristers, or accountants;
- to comply with our statutory and regulatory obligations;
- to verify your identity and check any relevant background circumstances for anti-money laundering purposes;
- to administer your application for a vacancy;
- to deal with your feedback, query or complaint;

## **6. DISCLOSURE OF PERSONAL DATA**

We may share your personal data with the parties set out below:

- External Service Providers for services such as IT and system administration services and accountancy.
- Other parties (including our client) to the matter on which we are instructed including, law enforcement authorities, regulators, ombudsmen, government officials and their lawyers or other service providers, courts and tribunals, HM Revenue & Customs, professional advisers including specialist consultants, lawyers, barristers, experts, investigators, enquiry agents, , mediators, arbitrators, and other authorities and parties who provide services to you or our client where this relates to the matter on which we are instructed.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **8. WHERE WE HOLD YOUR PERSONAL DATA**

Your information will be held at our offices, by our service providers and in our IT providers' data centres. In order for us to provide our legal services to you, from time to time we may have to share your personal data outside the European Economic Area (EEA). This could include where our service providers are based outside the EEA (for example our IT cloud services), if you are based outside the EEA, if there is an international element to the legal services we are providing or if one of our specialist consultants, solicitors or employees need to access our data remotely from outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission;
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US;
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe;
- Where the transfer is not repetitive, information is limited, the transfer is necessary for our legitimate interests and those interests do not override your own and we have put appropriate safeguards in place to protect your data.

## 9. DATA SECURITY

We have put in place appropriate security measures to prevent our clients' personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## 10. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Typically, this is 6 years.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

When your data is no longer required we will delete it. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 11. LEGAL RIGHTS

Under certain circumstances, data subjects have rights under data protection laws in relation to personal data. They are entitled to:

- Request access to their personal data (commonly known as a "data subject access request"). This is available where we are the data controller in respect of personal data, otherwise where you are the data controller, you are responsible for complying with a request. This right enables the subject to receive a copy of the personal data held about them and to check that it is being lawfully processed. This includes a right to have the data corrected, updated or deleted. A fee will not normally be charged for this, unless the controller has a legal basis for charging
- Object to and/or restrict processing of their personal data where the controller is relying on a legitimate interest (or those of a third party) and there is something about their particular situation which makes them want to object to processing on this ground as they feel it impacts on their fundamental rights and freedoms. Please note that in some instances we may have to stop providing our services to you but we will notify you if this is the case.
- Request the transfer of their personal data back to them or to a third party
- Withdraw consent at any time where the controller is relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if the request is particularly complex or there have been multiple requests.

From time to time it may not be possible to delete some data as we may have to keep some of your details in order to fulfil a regulatory or legal requirement.

Anyone wishing to exercise any of the rights set out above, please contact Toni Trevett.

## **12.UPDATING PERSONAL DATA**

If any of the personal data that you have provided to us changes, for example changes of email address, or if you become aware we have any inaccurate personal data we are holding, please let us know. We will not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete personal data that you provide to us.

## **13.COMPLAINTS OR CONCERNS**

If you have any queries or concerns about the way we process your personal data then please contact Toni Trevett on the contact details at the beginning of this notice. We hope that we can resolve any concerns for you, but if you wish to take your complaint further you can contact the Information Commissioners Office (ICO). Further information can be found on the ICO website [www.ico.org.uk](http://www.ico.org.uk).

## **14.CHANGES TO OUR PRIVACY POLICY**

We reserve the right to update and change this policy from time to time in order to reflect any changes to the way in which we process personal data or changing legal requirements. Any changes we may make to our policy in the future will be posted on our website and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our policy.