

Realise HR Ltd

UK GDPR Privacy Notice



Realise HR Ltd takes its obligations concerning data protection seriously. We understand that your privacy is important to you and that you care about how your personal data is used. We will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law. We ask you to please read this Privacy Notice as it has important information you need to know.

What does our company do?

Realise HR Ltd provide a HR, recruitment and training service across the UK. The main office and data functions are carried out at our head office at Suite 2, Riverside View, Warwick Rd, Carlisle, CA1 2BS.

What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Your Rights as a Data Subject

When authorised by applicable law, a data subject may exercise certain specific rights, such as:

- *Right of access:* A data subject may access his or her personal data in order to verify that his or her personal data is processed in accordance with law.
- *Right to rectification:* A data subject may request the rectification of any inaccurate or incomplete data held about him or her, in order to protect the accuracy of such information and to adapt it to the data processing.
- *Right to erasure:* A data subject may request that the Data Controller erases information about him or her and to no longer process that data.

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- *Right to restriction of processing:* A data subject may request that the Data Controller restricts the processing of his or her data.
- *Right to data portability:* A data subject may request data portability, meaning that the data subject can receive the originally provided personal data in a structured and commonly used format or that the data subject can request the transfer of the data to another data controller.
- *Right to object:* A data subject who provide a Data Controller with personal data may object, at any time, to the data processing on several grounds as set out under UK GDPR without needing to justify his or her decision.
- *Right not to be subject of automated individual decision-making:* A data subject may request not to be subject to a decision based solely on automated processing, including profiling, if such profiling produces a legal effect concerning the data subject or similarly significantly affects him or her.
- *Right to lodge a complaint with a supervisory authority:* Every data subject has the right to lodge a complaint with an applicable supervisory authority; in particular in the EU Member State of his or her habitual residence, place of work or place of the alleged infringement if the data subject considers that the processing of personal data relating to him or her infringes UK GDPR.

Whenever data processing is based on consent as described under Article 7 of the UK GDPR, the data subject may withdraw his or her consent at any time. If you require more information about the processing of your personal data, please refer to the How to Contact Us section below.

What information do we collect and process?

In order for us to help with your business needs we may collect from you regarding yourself, your business or your employees, necessary personal data. "Personal Data" is information about an individual which, either on its own or when connected with other data, allows us to identify you as an individual customer to provide you with our services. The personal data we hold may include the following:

- full name and contact information (address, town, postcode, email and phone number)
- employment details
- employment history
- DBS checks
- References
- CV and related information
- credit card details and/or bank account details (if paying by cheque or bank transfer)
- purchase details (including time, date and cost, and VAT status)
- calls and correspondence with us
- feedback

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Personal data will be collected from you or passed to us by a referral business. However, some personal data may, where lawful to do so, or with your consent, be collected by us from third parties.

Please note that you are under no obligation to provide us with the personal data, but not providing certain data could prevent us from serving you.

Why do we need your personal data?

Realise HR Ltd processes personal data about you for a number of purposes, including:

- To prepare documentation for you in order to provide HR, recruitment or training services
- To follow up with you shortly after the service to ensure you are happy with the service provided.
- For internal record keeping (to be able to respond to customer enquiry and invoicing)
- To make an appointment with you to assess the scope of the project.
- To process payments by credit/debit card or bank account details
- To remind or update you of progress or appointment dates
- To provide our services to you as requested or agreed
- To help us improve the services we offer

This list is not exhaustive and may be updated from time to time. We do not 'trade' in your personal data and will not sell or rent your details.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information, news, and offers on our services, we will never contact or store for our use, the information regarding your employees/staff. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

International transfers

If we transfer your personal data out of the EEA, we will 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 or the UK Information Commissioner.

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- Where we use certain service providers, we may use specific contracts approved by the European Commission or the UK Information Commissioner which give personal data the same protection it has in Europe and/or the UK.
- Where we use providers based in the US, we may transfer data to them if they are part of the EU/US Privacy Shield or UK/US Privacy Shield which requires them to provide similar protection to personal data shared between Europe/the UK and the US.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Who will your personal data be shared with?

Realise HR Ltd may share information with third party suppliers as required for external services and materials, however this will only be for the contract we are carrying out at that time.

We may disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law.

In the event that we sell our business, we may share your details with the buyer to enable them to fulfil the service we have agreed with you.

Your personal information will not be transferred to, stored or otherwise processed outside the UK.

What rights do you have to amend personal data and how to contact us?

You have the right to review the personal data held by us and have inaccurate information about you corrected. To understand more about our data processing activities or to request access to your personal information please contact 07753 654066 or email claire.mclean@realisehr.co.uk

How long do we keep your personal data?

Realise HR Ltd may keep your details on record for as long as it is necessary to meet record keeping requirements. We hold financial, payroll and legal information for seven years. They are then deleted in accordance with data protection and other applicable legislation.

Changes to this Privacy Notice

Realise HR Ltd may change this Privacy Notice from time to time in order to reflect changes in the law.