

## **Privacy Policy - Intalent Solutions Limited**

In order that we may provide a safe and secure user experience, we are committed to protecting the privacy of candidates, clients, suppliers, staff and users of our website. We will ensure that the information you submit to us via our website, email or any other medium is only used for the purposes set out in this policy.

### **Collection and use of personal data**

You may give us your personal details via a CV, email, phone call or via our company website, or we may collect them from another source such as an online job board, or via social media (most notably LinkedIn).

### **Personal data you have provided**

We will once process data you have provided, if we have a genuine and legitimate interest for doing so - i.e. we think you would be potentially suitable for a job role we are recruiting for, or you are a client wanting to engage our Recruitment or HR services.

This is based on the following legal basis:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

### **What constitutes to having a 'legitimate interest'?**

In this instance 'legitimate interest' could apply to one, or more of the following:

- Ensuring the security and integrity of our services and in ensuring that our website operates effectively
- Selling and supplying goods and services to our customers
- Protecting customers, employees and other individuals and maintaining their safety, health and welfare
- Promoting, marketing and advertising our products and services
- Sending promotional communications which are relevant and tailored to individual customers
- Understanding our customers' behaviour, activities, preferences, and needs
- Improving existing products and services and developing new products and services
- Handling customer contacts, queries, complaints or disputes
- Fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.

### **Why do we need your personal data?**

Intalent may collect, hold and use your personal details (including sensitive, personal information for the following reasons:

- To provide recruitment and/or HR services to you
- To maintain our business relationship, where you are a user of our website, a client or a candidate
- To enable you to apply for job roles we are recruiting for
- To answer any business-related questions or queries you may have

- To update you on industry news, direct-market products and services, events, promotions and competitions, reports and other information. Where we do so, you will be able to unsubscribe from such communications at any time
- To fulfil contractual obligations with our clients or suppliers
- Obtaining references
- Payroll or Accountancy services
- If it is required by a regulatory or law enforcement body, or if we are requested to do so by law

We also collect data on our website using Google Analytics - which can record mouse clicks and movements, page scrolling and any text keyed into website forms. Data collected by this service is used to improve our website usability and statistical reporting.

We may forward personal data to third parties, prospective or intended employers (or third parties assisting them in their recruitment process), or customers for the purpose of Recruitment or HR services.

### **Your CV**

We give you the option of submitting your CV via our website or by providing your CV to one of our consultants on email or via a third party online job board medium when applying for a job.

Your CV is stored in a secure database, only accessible by employees of Intalent.

You can update your CV at any time, simply by emailing [matt@intalent.co.uk](mailto:matt@intalent.co.uk) or submitting a new CV, which will then override the details of the previous one.

### **Retention of your personal data**

Intalent will only retain your personal data for as long as is necessary. We consider the retention of candidate or client data to be relevant and of legitimate interest to both parties and therefore such data will be retained on file until such time consent is withdrawn.

We also have a Health and Safety obligation to protect our employees from any potential rude and abusive behaviour and to monitor candidate attitude and performance.

We will undertake necessary steps to ensure that the data we hold remains accurate and will contact you to verify the validity of the data we hold.

We will delete your personal data from our systems if we have not had any meaningful contact with you (or, where appropriate, the company you are working for or with) for three years (or for such longer period as we believe in good faith that the law or relevant regulators require us to preserve your data). After this period, it is likely your data will no longer be relevant for the purposes for which it was collected and will be removed accordingly.

For those whose services are provided via a third-party company or other entity, “meaningful contact” with you means meaningful contact with the company or entity which supplies your services. Where we are notified by such company or entity that it no longer has that relationship with you, we will retain your data for no longer than three years from that point or, if later, for the period of two years from the point we subsequently have meaningful contact directly with you.

When we refer to “meaningful contact”, we mean, for example, communication between us (either verbal or written), or where you are actively engaging with our online services. If you are a

candidate, we will consider there to be meaningful contact with you if you submit your updated CV onto our website or to any of our consultants. We will also consider it meaningful contact if you communicate with us about potential roles, either by verbal or written communication or click through from any of our marketing communications. Your receipt, opening or reading of an email or other digital message from us will not count as meaningful contact – this will only occur in cases where you click-through or reply directly.

### **Your rights**

Under the new GDPR guidelines, please be aware that you have the following data protection rights:

- The right to be informed about the personal data Intalent processes on you
- The right of access to the personal data Intalent processes on you
- The right to rectification of your personal data
- The right to the removal of your personal data in certain circumstances
- The right to restrict processing of your personal data
- The right to portability of your data in certain circumstances
- The right to object to the processing of your personal data that was based on a public or legitimate interest
- The right not to be subjected to automated decision making and profiling
- The right to withdraw consent at any time

Where you have consented to Intalent processing your personal data, you have the right to withdraw that consent at any time by contacting the Company's Data Protection Officer – Matthew Edge-Wilkins (Managing Director) on 01202 652107, or via email to [matt@intalent.co.uk](mailto:matt@intalent.co.uk)

### **Other company websites**

Please be advised that by clicking on links on the Intalent website, it may result in your transferral to another website – where data privacy practices may be different to that of Intalent.

If this happens, you should consult the other websites' Privacy Policy, as we are not responsible for, and have no control over, information that is submitted to or collected by these companies.

### **Use of website cookies**

Our website complies with EU Cookie Law 2012.

### **Social Media**

Our database and associated software includes social media features, such as LinkedIn. These features may collect your IP address, which page you are visiting, and may set a cookie to enable the feature to function properly. Social media features are either hosted by a third party or hosted directly on our database. Your interactions with these features are governed by the privacy statement of the company providing it.

### **Accessing your personal data**

You have the right at any time to ask us for a copy of the information supplied by you that we hold. We may ask you to verify your identity and for more information about your request. We also have the right to charge an administrative fee for this service if it is complex and time consuming to collate the data. Where we are legally permitted to do so, we may refuse your request and will give you reasons for doing so if this is the case.

If you would like to make a request for information, please contact the Company's Data Protection Officer – Matthew Edge-Wilkins (Managing Director) on 01202 652107, or via email to [matt@intalent.co.uk](mailto:matt@intalent.co.uk)

You also have the right to ask Intalent to stop using or holding your personal data. However; if this involves a request for deletion of your personal data, please be aware that we may not be required or able to do so, particularly where your file also holds information about our clients or financial information that we need to keep for periods of up to seven years, i.e. that relate to tax matters.

If we are unable to comply with your request, we will provide reasons for failing to do so.

### **Online data transfer**

Given that the Internet is a global environment, using the internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing our website and communicating electronically with us, you acknowledge and agree to our processing of personal data in this way.

### **Data Security**

Our software service providers employ reasonable and appropriate security measures to protect against the loss, misuse, and alteration of the personal information they process. When the Services are accessed using Microsoft Internet Explorer versions 5.0 or higher, Secure Socket Layer (SSL) technology protects information using both server authentication and data encryption to help provide that personal information is safe and secure while in transit.

The service providers also implement advanced security method based on dynamic data and encoded session identifications and host the Services in secure server environments that use firewall and other advanced technology to protect against interference or access from outside intruders. Finally, the service providers provide individual usernames and passwords that must be entered each time a customer logs on. These safeguards help protect against unauthorized access, maintain data accuracy, and provide for the appropriate use of personal information.

It is important to understand however that no method of online data transfer, or method of electronic storage, is 100% secure and therefore, we cannot guarantee absolute security.

### **Changes to our Privacy Policy**

This privacy policy may be changed by Intalent at any time. If we change our privacy policy in the future, we will advise you of changes or updates to our privacy policy by a prominent notice on our website. Continued use of this website or our services after such changes will constitute your acceptance of such changes.

If, at any time, you have questions or concerns about our Privacy Policy, please feel free to e-mail us at [matt@intalent.co.uk](mailto:matt@intalent.co.uk) or call us on 01202 652107 and speak to one of our employees.

You can also contact us in writing to Matthew Edge-Wilkins, Intalent Solutions Ltd, Platinum Park, Exeter Park Road, Bournemouth BH2 5AY