

Gateway HR External Privacy Statement

Gateway HR is committed to protecting your privacy and this statement sets out how Gateway HR will use and protect any information that we collect from you or that you provide to us.

Gateway HR is registered with the Information Commissioners Office (ICO) as a data controller.

This statement will be reviewed from time to time and may change as a result of that review. This statement is effective from April 2018.

Data we may collect from you

We may collect the following information:

- name and job title
- contact information including email address, (we may also collect information that is available from your browser) and telephone number
- Information relating to the employment records of our clients data subjects
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- We may keep a record of any correspondence that you send to us.
- Details of your visits to our website including but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.
- Details of transactions you carry out through the website and of the fulfilment of your order.
- Applications for roles we are recruiting, either on behalf of clients or ourselves.
- Occupational health records on behalf of our clients to enable us to assist clients to make informed decisions about supporting employees in their roles.
- As an applicant for a role you will be required to provide proof of your identity and proof of your qualifications prior to receiving a job offer.
- As part of a recruitment process a criminal records declaration may be required to declare any unspent convictions, in roles that require such checks to be completed.
- Bank details

What will we do with the information that we gather?

Your data will only be used for the purposes indicated when the data is submitted or collected.

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.
- Providing our clients with the appropriate support, information, products and services in relation to any contractual obligations.

- Information provided in application forms and CVs will only be used for the purpose of progressing a person's application, to assessing a person's suitability for a role or to fulfil legal or regulatory requirements as necessary.
- To confirm the identity of our employees and those employees of our clients and their right to work in the United Kingdom.
- To enable us to complete pre-employment checks for either our clients or us.
- Bank details to process payments such as salaries, invoices or to set out direct debit instructions for clients.
- To enable our clients to fulfil any contractual obligation set out in the written statement of employment terms and conditions.

Disclosure of your data

We may share your data with any member of the Gateway HR team. Personal Sensitive data will be limited to the HR consultant working with the respective client and the client.

- We will never sell your details to a third party
- Where we outsource any of our business functions under which we collect or store your data, in which case we will ensure that any such provider follows the same obligations of security with regards to your data as us. This may include outsource payroll services, outsourced HR systems and occupational health services.
- Where we are legally obliged to disclose or share your personal data in order to comply with any legal obligations, or in order to protect our rights, property, or safety of our employees, our clients or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your data

All data provided is stored on a physically secure local server with appropriate restricted access and electronic procedures. The data on the server is backed up with a third-party data security company. Your information will not be transferred outside of the European Economic Area.

We use Infusionsoft as a marketing tool and data base. have confirmed that they are working towards becoming GDPR compliant but currently comply with the USA data protection laws.

The HR team utilise Basecamp to share information relating to current HR client issues that we are dealing with. The information stored is a brief update, to ensure that any HR consultant understands the progress of a project and can provide appropriate, timely advice to the client. The storage used by Basecamp is a combination of AWS, Google Cloud and own managed servers which are located in the USA. Basecamp have confirmed that they have the relevant security measures in place to comply with GDPR

HR consultants may store information on their lap tops and other secure remote access storage systems such as 'drop box' on a temporary basis whilst working remotely. Dropbox is designed with multiple layers of protection, including secure data transfer, encryption, network configuration and application-level controls distributed across a scalable, secure infrastructure.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Retention of data

We will not collect more information than we need to fulfil our stated purposes and will not keep it for longer than is necessary.

For applications of employment, this will be for a period of six months, after which the data will be securely destroyed. A copy of our retention schedule is available upon request from Gateway HR.

Retention of data relating to our clients will be discussed with the individual clients and timescales agreed on an individual basis.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We would usually inform you when we collect your contact details that we would wish to use your data for marketing purposes and ask for your consent. If you wish to change your mailing preferences or opt out of specific marketing communications, then you may notify us using the contact details listed below.

Access to information

You may request details of personal information which we hold about you. If you would like a copy of the information held on you, please write to the address listed below.

Accuracy

We will take reasonable steps to ensure the accuracy of the information that we hold. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address listed below. We will promptly correct any information found to be incorrect.

Right to withdraw your consent

If you no longer wish us to hold information on you, or no longer wish to receive communications from us, then you may unsubscribe from our mailing lists, by either clicking on the 'unsubscribe' link at the bottom of any marketing material we send you, or contact us using the details listed below.

Right to complaint

Whilst we will always treat your information with respect and take all reasonable steps to keep that information safe, if you are concerned about any aspect of the way in which we control or process your data you may contact us using the details below.

This will not affect your right to lodge a complaint with the Information Commissioners Office should you wish to do so.

Contacting us

If you have any questions, comments, information and requests relating to our privacy policy you can contacted via the following;

Email : hr@gatewayhr.com

Telephone: 01536 215240

Address: Gateway HR and Training Ltd
Unit 3, Canberra House,
Corbygate business Park,
Corby,
Northants,
NN17 5JG