

# PRIVACY NOTICE - CLIENTS

## THE COMPANY AND THE COMPANY POLICY

This policy is applicable to all businesses, offices and operations within the gap personnel group [www.gap-personnel-group.com](http://www.gap-personnel-group.com) (referred to as The Company), including:

- Open Up Group Inc. – Company Reg – 8044442
- gap personnel Holdings Limited (including Hawk 3 Talent) – Company Reg – 3589208 – ICO - Z2057848 - <https://www.gap-personnel.com/>
- global personnel Limited – Company Reg – 11828264 – ICO - ZA841201 - <https://global-personnel.com/>
- gap technical Limited – Company Reg – 5646432 – ICO – ZA230558 - <https://www.gap-technical.com/>
- gap personnel (TELFORD) LTD – company Reg – 13377649 – ICO – ZB346100 - <https://www.gap-personnel.com/>
- Quattro Recruitment Limited t/a gap personnel – Company Reg – 7131120 – ICO – ZA015243 - <https://www.gap-personnel.com/>
- Quattro Healthcare Ltd t/a gap healthcare – Company Reg - 9389534 – ICO – ZA127351 - <https://www.gap-healthcare.com/>
- Driving Force Recruitment Limited - company Reg – 06538808 – ICO - Z1709668 - <https://www.driving-force.co.uk/>

Our parent company is Open Up Group Inc. which is a global human resources and staffing provider; Open Up Group Inc. 3F NBF Comodio Shiodome, 2-14-1 HigashiShimbashi, Minato-ku, Tokyo 105-0021.

The Company is a recruitment business which provides work-finding, recruitment, training and related services to its clients and work-seekers. The Company must process personal data so that it can provide these services – in doing so, the Company acts as a data controller. We will only use your personal data in accordance with the terms outlined in our contracts and our privacy notice.

## 1. COLLECTION AND USE OF PERSONAL DATA

The Company will collect your personal data and process your personal data, which may include sensitive data, for the purposes of providing you with our services. This includes for example contacting you about job opportunities, assessing your suitability for those opportunities, updating our databases, putting you forward for job opportunities, arranging payments to you and developing and managing our services and relationship with you and our clients.

In some cases we may be required to use your data for the purpose of investigating, reporting and detecting crime and also to comply with laws that apply to us. We may also use your information during the course of audits to demonstrate our compliance with certain industry standards.

### 1.1 COLLECTION OF DATA

The Company will collect your personal data via a number of routes, including but not limited to the methods detailed below:

- a) You may give your personal details to the company directly, such as by seeking services from us.
- b) We may collect personal data on your visits to our website including, but not limited to, your IP address, browser, timestamp, content from surveys and contact forms and other communication data and the resources that you access.
- c) Your details may have been identified via publicly available sources in relation to your professional history e.g. LinkedIn or your company website.
- d) We may collect data from interactions you conduct with our social media platforms, including but not limited to posts, likes, comments, shares, tags and direct messages. This data may be utilised within the social media platforms themselves and may at times be required to be transferred to our internal databases and CRM systems, for the purposes of demographics, trackers for targeted advertising and recording and reporting systems e.g where you have entered and won a competition.
- e) In some circumstances, your personal details may have been provided to us by another person in your company in order for us to offer and / or perform a contractual obligation between our company and your company.
- f) In some circumstances, your personal details may have been provided to us by another person for us to offer our services to you, e.g. a referral from one of our clients.

In any case the Company must have a legal basis for processing your personal data, which may include sensitive data. We will only use your personal data in accordance with the terms of a contract and our privacy notice.

### 1.2 PURPOSE OF PROCESSING AND LEGAL BASES

The legal bases we rely upon when providing and/or offering to provide these services to you are:

Legal base	Example of purpose
Legal obligation	To comply with law, e.g. HMRC, Tax legislation, HSE, The Conduct of Employment Agencies and Employment Businesses Regulations 2003
Contractual obligation	To provide our services including work-finding, recruitment, training and related services; To assist us/you to establish/exercise or defend legal claims. Where required for the role to process information in relation to your criminal convictions.
Legitimate interest	For marketing and public relations in relation to our services; To improve the services we offer and provide including work-finding, recruitment, training and related services.
Consent	Where we have explicitly obtained your consent to share your data with other potential client e.g. to provide a testimonial and/or reference about our service provision.
Public interest	Does not apply / review if it applies where we supply into public sector.
Vital interest of data subject	Third party, where necessary to protect your vital interest and/or where it is believed that you are in immediate danger, e.g. emergency services.

### 1.3 RECIPIENTS/S OF DATA

Where we need to share your personal and/or sensitive data, we have contracts and data sharing agreements in place with the recipients that require them to treat your information as confidential and ensure the continued protection of your data whilst in their possession.

The Company will process your personal data and/or sensitive data, with the following recipients:

- a) Our parent company and any of our group companies;
- b) Governing bodies, law enforcement, regulators and any other authorities as required by law;
- c) Any organisations including trade bodies, associations, business partners of which we are registered members or licence holders, such as REC, GLAA, ALP, Sedex and Stronger Together;
- d) Our candidates/workers that are introduced and/or supplied to your company.
- e) Master/Neutral vendor and/or other recruitment agencies and/or Employment Business within the supply chain, when applicable;
- f) Training provider where you are undertaking any training services provided by us;
- g) Our software providers, including IT, CRM, Website, Marketing technology platforms and suppliers;
- h) Our social networking platforms, groups and therefore any other members of the public who view those platforms;
- i) Third party suppliers, e.g. business associates and professional advisers, such as external consultants, technical and IT support functions, payroll companies, pension provider, insurers, legal advisors, independent auditors and intermediaries;
- j) Third party, where necessary to protect your vital interests, e.g. emergency services;
- k) We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or a part of any business restructuring or reorganisation. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

### 1.4 STATUTORY/CONTRACTUAL REQUIREMENTS

Your data is required by law and/or contractual requirement (e.g. our client may require this personal data), and/or a requirement necessary to enter into a contract. You are obliged to provide the personal data and if you do not the consequences of failure to provide the data are that any and all services will cease to be provided to you.

## 2. OVERSEAS TRANSFERS

The Company may transfer the information you provide to us to countries outside the European Economic Area ('EEA'). The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. The most common reason for this is since our parent company Open Up Group Inc. is based in Japan. Whenever your data is shared with Open Up Group Inc. it is done so through our UK based secure SharePoint system.

Whenever your data is shared, inside or outside of the EEA, we will take every step possible to ensure adequate protections are in place to ensure the security of your information.

### 3. AUTOMATED DECISION-MAKING DRAFT AMENDS

In relation to clients and client contacts data The Company does not use automated decision-making, including profiling. Should the company intend to change this process you will be notified in advance.

In relation to candidate data, to a limited extent, certain activities within the screening and suitability process will include automated decision-making. The primary function where automated decision-making processes are utilised is via technology platforms implemented to validate an individual's Right to work in line with government legislation.

The outcomes of the technology implemented may produce legal effects on the individual or similarly significant affects for the individual. Where the automated decision-making process:

- a) Validates an individual's right to work, the services may be provided.
- b) Is unable to be validated and an alert is issued by the technology platform, a manual checking process will be engaged in order to identify if the right to work of the individual can be established and therefore whether or not services can be provided.
- c) Determines the individual does not have the right to work, services will not be able to be provided.
- d) Identifies the right to work documentation submitted for validation does not belong to the individual presenting it or it is stolen, fraudulent or counterfeit this will be reported to the necessary authorities and services will not be able to be provided.

### 4. DATA ACCESS RESTRICTION AND RETENTION

The Company will retain your personal data and/or sensitive data only for as long as is necessary. Different laws require us to keep different data for different periods of time.

#### 4.1 WHERE SERVICES HAVE NOT BEEN PROVIDED

If we have not provided you/your company with our services, or had valuable contact with you (or, where appropriate, the company you are working for or with) for two consecutive years, your personal data will be deleted from our systems save where we believe in good faith that the law or other regulation requires us to preserve it.

#### 4.2 WHERE SERVICES HAVE BEEN PROVIDED

Your personal details may be included in several documents created during the course of our contract with you/your company. To comply with legal requirements e.g. HMRC, The Conduct of Employment Agencies and Employment Businesses Regulations 2003, Agency Workers Regulation, HSE and tax legislation, your data will be kept by The Company for 7 tax years from the last date on which services were provided to you/your company.

Where the Company has obtained your consent to process your personal data and sensitive personal data we will do so in line with the relevant schedule detailed above. After expiry of that period your data will no longer be kept by The Company.

## 5. SECURITY PRECAUTIONS IN PLACE TO PROTECT THE LOSS, MISUSE OR ALTERATION OF DATA

We are committed to taking all reasonable and appropriate steps to protect the personal information that we hold from misuse, loss, or unauthorised access. We do this by having in place a range of appropriate technical and organisational measures, e.g.:

- a) encryption of our services and data;
- b) review our information collection, storage and processing practices, including physical security measures;
- c) restrict access to personal access to personal information;
- d) internal policies setting out our data security approach and training for employees, these include measures to deal with any suspected data breach.

Our systems are placed on servers dedicated to The Company, running on an industry standard virtualisation platform based on VMware. Our server provider, where we store most of the data, is ISO 27001 accredited and follows industry best practice and regularly patches and upgrades platforms. All servers that we use to store your data are placed in UK area and comply with the General Data Protection Regulation. Our security systems are kept up to date and align with the guidance to security information.

## 6. YOUR RIGHTS

Please be aware that you have the following data protection rights:

- a) The right to be informed about the personal data the Company processes on you;
- b) The right of access to the personal data the Company processes on you;
- c) The right to rectification of your personal data;
- d) The right to erasure of your personal data in certain circumstances;
- e) The right to restrict processing of your personal data;
- f) The right to data portability in certain circumstances;
- g) The right to object to the processing of your personal data that was based on a public or legitimate interest;
- h) The right not to be subjected to automated decision making and profiling; and
- i) The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data and sensitive personal data you have the right to withdraw that consent at any time by completing on-line request ([click here](#)) or emailing Data Protection Officer [dpo@gap-personnel.com](mailto:dpo@gap-personnel.com)

## 7. COMPLAINTS OR QUERIES

If you wish to complain about this privacy notice or any of the procedures set out in it please contact: Data Protection Officer by emailing [dpo@gap-personnel.com](mailto:dpo@gap-personnel.com)

You also have the right to raise concerns with the Information Commissioner's Office (ICO) on 0303 123 1113 or at <https://ico.org.uk/concerns/> or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

