

Privacy Policy

The following Privacy Policy sets out the personal data that we collect about you as a user of our products and services, including how and why we process your personal data, who we share it with, and your rights and choices when it comes to your personal data.

In this Privacy Policy, when we refer to “personal data”, we mean information which could directly identify you and information which could indirectly identify you, meaning that it could identify you when combined with other information which we hold about you.

“Process” or “processing” means just about any conceivable use of personal data, including recording, storing, viewing or disclosing personal data.

Davidson HR Associates is the data controller of your personal data (referred to in this Policy as “Davidson HR” or “we”).

If you have any questions about your personal data which are not answered by this Policy, please contact:

Debbie Tollitt, Davidson HR, 17 Strawberry Terrace, Carlisle, CA3 9LT [debbie@davidson-hr.co.uk](mailto:debbie@ davidson-hr.co.uk)

How we collect your personal data

Information provided by you

We collect your personal data to give you the best possible experience as a client. In general, we collect information from you when you interact with us to request a quote, start a new assignment, visit our website, or contact us for advice.

This covers all channels of communication with us, including over the telephone, email, website, social media and in person.

We’ll collect the following information from you when you request a quote:

- Your name
- Contact address
- Email address
- Telephone number
- General details of the assignment or HR support you require

When you start a new assignment, we’ll also collect the name and contact details of individuals related to the assignment.

Information collected from other sources

We may obtain your personal data when you interact with us through third parties, such as employment lawyers, business associates or our existing clients in the course of recommending or referring our services to you.

Your personal data may be passed onto us from these third parties should you choose to interact with them in order to generate a quote, or instruct us to help you with advice or a new assignment.

We will normally limit the amount of information required to be passed from third parties, to that needed for a quote, preferring instead to take more sensitive data from you directly, as your privacy, and the security of your data is important to us.

How we use your personal data

We'll use your personal data for the purposes outlined below:

To fulfil our contractual agreement to provide you with our products and services:

- Where requested by you, to provide you with a quotation for any of our products and services
- To deliver our products and services to you according to our contractual agreement
- To collect invoice payments

To comply with our legal obligations:

- To meet our data protection obligations to verify your identity
- For the detection and prevention of crime, including any investigations into potential fraudulent activity.
- To ensure that your contact details are correct, so that we are able to comply with our requirements and obligations to you.
- To respond to requests for information from the police and government bodies, to support in criminal investigations

Where we have legitimate business interests:

- To respond to client enquiries
- To manage payments and debt collection
- To understand how we interact, and what work we have done for you, so that we can provide you with products and services that are best suited to your needs
- Subject to your marketing preferences, to provide you with information about products and services that we think you'd benefit from, by telephone or by electronic means

Where we have your consent:

- To provide you with information about products and services that we think you'd benefit from in accordance with your marketing preferences

Marketing

If you are an existing client, subject to your marketing preferences, or where you have otherwise expressly consented, we'll send you relevant information about products and services that we think you'd benefit from.

This could include updates about recent changes to employment legislation that may impact your business, or make you aware of services that may benefit or protect your business based on what work we have done for you recently.

We will never sell your data to third parties for marketing purposes. However, subject to your marketing preferences, and with your consent we may refer you to other parties who offer services that could be of benefit to you, such as employment lawyers or occupational health providers.

This information could be sent to you via text, telephone or email.

You can opt out or update your marketing preferences at any time by contacting us by:

Telephone: 01228 541279 Email: debbie@davidson-hr.co.uk

Sharing your personal data

Third Parties

We may share your personal information with individuals, companies or organisations, where they provide products and services to us/you that help us to provide services to you as our client, where we are acting in the best interests of you and your business.

Some of the people we may share your personal information with include but are not limited to :

- An Employment Lawyer to help you avoid or win a claim in an Employment Tribunal
- An Occupational Health expert to help you manage a sickness absence or disability issue.
- Social media platforms, to enable us to respond to any communications with you via our social media channels

We will also disclose your personal data to third parties:

1. where it is in our legitimate interests to do so to run, grow and develop our business. Such as if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, any lawful request from government or law enforcement officials and as may be required to prevent illegal activity;
2. to enforce our contract with you, to respond to any claims, to protect our rights or the rights of a third party, to protect the safety of any person or to prevent any illegal activity;
3. to protect the rights, property or safety of Davidson HR, clients, suppliers or other persons.

Any third parties with whom we share your personal data are limited (by law and by contract) in their ability to use your personal data for the specific purposes identified by us. We will always ensure that any third parties with whom we share your personal data are subject to privacy and security obligations consistent with this Privacy Policy and applicable laws.

Save as expressly detailed above, we will never share, sell or rent any of your personal data to any third party without notifying you and/or obtaining your consent.

Where you have given your consent for us to use your personal data in a particular way, but later change your mind, you should contact us and we will stop doing so.

You can do so by:

Telephone: 01228 541279 Email: [debbie@davidson-hr.co.uk](mailto:debbie@ davidson-hr.co.uk)

Where is my personal data stored?

Davidson HR is based solely in the UK.

We do not share your data with bodies outside of the European Economic Area.

Security

Davidson HR has implemented appropriate technical and organisational measures to protect the confidentiality of the personal data that you entrust us with. We update and test our physical, logical and procedural security controls on an ongoing basis. These include limiting access to your personal data to those who need it.

How long do we keep this information?

We'll only store your personal data for as long as is necessary to fulfil the purposes outlined in this Privacy Policy or for as long as we reasonably consider necessary to establish, exercise or defend our legal rights. Your data will be retained in line with statutory and regulatory requirements. The criteria used to determine these retention periods includes:

- To comply with the minimum regulatory retention requirements as set by government and other regulatory bodies.
- To comply with the statutory retention periods for accounting records, as set by the Companies Act and HM Revenue & Customs (HMRC).
- Where our retention periods are not governed by legislation, our retention policy is based on commercial justifications, which have been set in accordance with the principle of retaining personal data for no longer than is necessary for the purposes for which it is processed. These include:
 - To comply with our service commitments to you
 - To enable us to provide you with ongoing products and services

Data subject rights

The following section sets out your rights in relation to your personal data. This includes your rights under the Data Protection Act, in addition to the enhanced rights that you will be entitled to post 25th May 2018, following the coming into force of the GDPR, and the Data Protection Act 2018.

If you would like to exercise any of your data subject rights, please contact us by:

Telephone: 01228 541279 Email: [debbie@davidson-hr.co.uk](mailto:debbie@ davidson-hr.co.uk)

You have the following rights and choices in relation to your personal data:

1. You have the right to request access to a copy of your personal data. You are entitled to obtain confirmation that your data is being processed, access to a copy of your personal data, and other supplementary information which largely corresponds to the information that should be provided in a Privacy Policy. Should you wish to exercise this right, please contact us with a description of the information you would like to see. We will provide our response to you without undue delay and within one month of receipt of your request. Please note, however, that in certain circumstances we are not required to provide the information requested. Where requests are manifestly unfounded or excessive, in particular because they are repetitive, we may charge a reasonable fee, taking into account the administrative costs of providing the information, or refuse to provide the information. Where we refuse a request, we will explain our reasons for the refusal. Certain personal data may be exempt from such requests in certain circumstances. If an exemption applies, we will tell you this when responding to your request. We may request that you provide us with information necessary to confirm your identity before responding to any request you make.
2. You have the right to ensure that any information we hold about you is accurate and kept up to date. Please let us know if you would like to update any inaccurate or incomplete records. You are also entitled to the following additional rights under the GDPR.
3. You have the right to request that we erase your personal data on the following grounds
 - Your personal data is no longer necessary in relation to the purpose for which it was collected or processed

- If the processing is based on consent, you choose to withdraw your consent and there is no other legal ground for processing
 - You object to processing, and there are no overriding legitimate grounds to continue the processing
 - Your personal data has been processed unlawfully
 - Your personal data must be erased for compliance with a legal obligation
4. You have the right to request the restriction of processing of your personal data under specific conditions, unless we have a lawful reason to continue, such as for the establishment, exercise or defence of legal claims.
 5. You have the right to request a copy of personal data you have provided to us in a structured, commonly used and machine-readable format, so that you can transmit this to another organisation. Where technically feasible you can also request that we transmit this data to another organisation.
 6. You have the right to object to processing which is based on
 - Legitimate interests
 - Tasks carried out in the public interest
 - Direct marketing
 7. You have the right not to be subject to any decisions made based solely on automated processing, including profiling, which produces legal effects or significantly affects you. Where such decisions are made, you have the right to:
 - Obtain human intervention
 - Express your point of view
 - Obtain an explanation of the decision and challenge it

Complaints

If you would like to make a complaint, please contact us by:

Telephone: 01228 541279 Email: debbie@davidson-hr.co.uk

You also have the right to lodge a complaint with the supervisory authority, the Information Commissioner's Office.

Changes to the Privacy Policy

This Privacy Policy does not form part of any client's contract with us and we may amend it from time to time. Any changes we make to our Privacy Policy in the future will be posted on our website.

The practices described in this Privacy Policy are current personal data protection policies, as of 25th May 2018.

