

## Privacy and Cookies Policy

Mayes HR Consultancy Ltd is committed to protecting the privacy of its current and potential clients. This privacy policy explains how we collect, use and safeguard personal data that is provided to us. We may change or update this policy from time to time and without prior notice to you. If there are significant changes we will post a notice to that effect on our website.

**Mayes HR Consultancy Ltd** is committed to data security and the fair and transparent processing of personal data. This Privacy Policy sets out how we will treat the personal data which you provide to us in compliance with applicable data protection law, in particular the General Data Protection Regulation (EU) (**GDPR**).

Personal data means any information capable of identifying an individual. It does not include anonymised data.

### **How we collect your personal data:**

If you:

- complete a form on our website
- send your personal details to us via our website, upload form or email
- correspond with us by phone, e-mail, or in writing about an employee
- report a problem and seek advice mainly employees
- sign up to receive our newsletter/communications
- enter into a contract with us to receive products and/or services
- supply information on your current employees or former employees

Depending on the nature of our relationship with you, the information you give us or we collect about you or your employees may include names; addresses; private and corporate e-mail addresses; phone number(s); records of payments owed/paid to you including salaries; compliance documentation (including health and criminal convictions checks); health records, age/date of birth; gender/gender identity, relevant qualifications and experience, a range of general correspondence and this may include tables and data spreadsheets.

### **Sensitive personal data**

In certain limited cases, we may collect certain sensitive personal data from you (that is, information about employees' racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life, or details of criminal offences, or genetic or biometric data).

### **How do we use your personal data?**

When we ask you to supply us with personal data it is clear the personal data, we are asking for must be supplied so that we can provide the services to you or an employer.

What we do:	Our legal basis under GDPR
Use the personal data that you provide on our web forms and questionnaires.	When you provide us with your personal data, for instance by subscribing to our newsletter. The processing is necessary for the performance of a contract to which you are a party, or in order to take steps, at your request, prior to entering into a contract. This is necessary for our legitimate business interests to develop our products/ services and grow our business.
Provide our core services to you e.g. legal updates, employment law advice.	This is necessary for the performance of a contract with you, our data subject.
We may use your personal data or data about your staff to fulfil services, or take steps linked to our service contract	<p>For the basis of Legitimate interests, we may use your data:</p> <ul style="list-style-type: none"> <li>• To provide the services to you</li> <li>• To communicate with you in relation to the provision of the contracted services</li> <li>• To provide you with professional support such responding to issues</li> </ul>
Where this is necessary, we communicate with third parties	<p>For the basis of Legitimate interests, we may use your data:</p> <ul style="list-style-type: none"> <li>• communicating with you or your staff in relation to our Service Contract.</li> <li>• communicating with you or your staff in relation to your</li> <li>• communicating with agencies and legal firms about claims and disputes</li> </ul>
Contact you regarding the services we provide.	We need to contact you for our legitimate interests so that we can gather more information for the provision of our services, or to deliver those services most effectively.
Contact you regarding services closely aligned to those for which you have subscribed.	We need to contact you for our legitimate interests so that we can gather more information for the provision of our services, or to deliver those services most effectively.
Retain your data under our data retention policy after your contract has expired.	We need to retain your personal data for only as long as necessary under the law or for our legitimate interest for the purposes of the establishment, exercise or defence of legal claims.

We may collect, hold and use the information collected to maintain our database, develop/improve our website and respond to any email and telephone enquiries. In addition to manage systems administration, attend to compliance issues, provide you or your organisation with advice, determine suitability for employment and for other marketing purposes such as products, services, events and promotions.

We may contact you directly from time to time with information that we believe will be of interest to you. You will be given a choice to actively unsubscribe at that point or to state if you wish to continue to receive such future communications. You can withdraw consent at any time by e-mail to [Sheryl@MayesHR.com](mailto:Sheryl@MayesHR.com)



Your personal data or that of employees is not passed on to third parties for marketing purposes or for the distribution of newsletters or surveys.

#### **Who do we share your personal data with?**

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

We may share your personal data with trusted third parties including:

- health professionals where appropriate
- legal and other professional advisers, consultants, and professional experts
- service providers contracted to us in connection with provision of the products and services such as providers of payroll, pensions and other management services

We will ensure there is privacy in place with the categories of recipients listed above which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

There are no a third party recipients located outside the European Economic Area.

#### **Automated decision making**

We do not undertake automated decision making or profiling.

#### **Disclosure of your data**

We will not use or disclose your personal information for any other purpose which is not related to the above purposes without your consent, unless legally required.

We may disclose your personal information on a confidential basis to external service providers, with your consent, so that they can provide services in connection with the operation of our business. If we engage external service providers, we will take reasonable steps to ensure those entities comply with their obligations under Data Protection legislation when they handle your personal data. We will also ensure external service providers are only authorised to use personal information for the limited purposes specified in our agreement with them.

#### **Access to your information and correction requests**

Under the GDPR, you have various rights with respect to our use of your personal data:

- **Right to be informed.** About how personal data is used – (this notice)
- **Right to access.** You have the right to request a copy of the personal data that we hold about you by contacting us at the email given below if you are an individual or through your employer. Please include with your request information that will enable us to verify your identity. We will respond with 30 days of request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information or if your request is manifestly unfounded or excessive.
- **Right to rectification.** You have the right to request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.



- **Right to erasure.** You have the right to request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it or for it to be transferred to your employer.
- **Right to object.** You have the right to object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Right to restrict processing.** You have the right to request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Right to data portability.** You have the right to request the transfer of your personal information to another party for example your employer.

If you wish to learn more about these rights and how they operate, please look at the ICO's website <https://ico.org.uk/for-the-public/>

#### **How long will you keep your personal data?**

We understand our legal duty to retain accurate data and only to retain personal data for as long as we need it to fulfil the purposes, we collected it for. Accordingly, our data retention policy to remove data is every 7 years. However, at a request from an individual or client, data will be removed or deleted and / or destroyed.

#### **Where do we store your personal data and how is it protected?**

We take reasonable steps to protect your personal data from loss or destruction with all electronic data encrypted, passworded and paper files secure. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

You have a right to request a copy of some or all of the personal data that we hold about you. If you would like a copy of some or all of your personal data please email [Sheryl@MayesHR.com](mailto:Sheryl@MayesHR.com) or write to our Director at 4 Heather Close, Mount Pleasant, Buckingham, MK18 1FN . We may require further information in order to verify your identity before disclosing any personal information to you.

If you are unhappy with the response that you receive from us, you have the right to lodge a complaint to the ICO. More guidance about raising a complaint with us is available on the ICO's website <https://ico.org.uk/for-the-public/raising-concerns/> and for raising a complaint with the ICO, more information is available on <https://ico.org.uk/concerns/>

#### **Cookies**

This website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate your use of this website and compile reports for us on activity on the website. Google stores the information collected by the cookie on servers in the United States and the transfer of the data to servers in the USA is governed by the EU-US Privacy Shield framework. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. More information about Google's compliance with GDPR can be obtained from their website <https://privacy.google.com/businesses/compliance>



Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

#### **Other websites**

Our website may contain links to other sites. This privacy policy only applies to Mayes HR Consultancy Ltd so when you link to other websites you should read their own privacy policy.

#### **How to contact us**

If you have any questions in relation to this notice, please contact via any of the following contact methods:

**Our address:** 4 Heather Close, Mount Pleasant, Buckingham, MK18 1FN  
**Our telephone number:** 07938 903 409  
**Our E-Mail address:** [Sheryl@MayesHR.com](mailto:Sheryl@MayesHR.com)

This Privacy Notice was last updated on June 2020.