

DATA PROTECTION & PRIVACY POLICY

Serply Recruitment Ltd

1. Purpose

The purpose of this Data Protection & Privacy Policy is to set out how Serply Recruitment Ltd collects, processes, stores, and protects personal data.

Serply Recruitment Ltd is committed to ensuring that all personal data is handled in accordance with applicable legislation, including:

- the UK General Data Protection Regulation
- the Data Protection Act 2018
- the Privacy and Electronic Communications Regulations 2003

This policy outlines the types of data processed, lawful bases, data subject rights, and the measures in place to ensure compliance.

2. Scope

This policy applies to:

- Candidates and job applicants
- Temporary workers and contractors
- Clients and prospective clients
- Suppliers and business partners
- Website users

It covers all personal data processed in connection with Serply Recruitment Ltd's recruitment and business activities.

3. Data Controller

Serply Recruitment Ltd acts as the Data Controller.

The Directors of the Company are responsible for ensuring compliance with data protection legislation.

Contact details:

Serply Recruitment Ltd
Red Hill House, 41 Hope Street, Chester, CH4 8BU
01244 646 892

4. Categories of Personal Data

Serply Recruitment Ltd may collect and process the following categories of personal data:

- Personal identification data (name, address, contact details)
- Employment history, qualifications, and experience
- Right to work documentation and identification records
- Payroll and financial information
- Communication records (emails, calls, messages)
- Website usage data (IP address, browser type, analytics)
- Special category data where necessary (e.g. health information relevant to work or adjustments)

5. Lawful Basis for Processing

Personal data is processed only where a lawful basis applies under UK GDPR:

- **Consent** – for marketing communications and job alerts
- **Contractual necessity** – for recruitment and placement services
- **Legal obligation** – for compliance with employment, tax, and regulatory requirements
- **Legitimate interests** – to operate and improve business services while respecting individual rights
- **Vital interests** – where necessary to protect health or safety

Special category data is processed only where legally permitted and necessary.

6. Purpose of Processing

Personal data is processed for the following purposes:

- Providing recruitment and employment services
- Matching candidates to suitable roles
- Managing assignments and placements
- Processing payroll and invoicing
- Complying with legal and regulatory obligations
- Maintaining business relationships
- Improving services and website performance
- Communicating relevant opportunities or updates

7. Data Sharing

Personal data may be shared with:

- Clients and hiring organisations for recruitment purposes
- Government and regulatory bodies (e.g. HMRC, Home Office) where required
- Professional advisors (legal, financial, compliance)
- IT and software providers supporting business operations
- Payroll and umbrella providers where applicable

All third parties are required to process data securely and in accordance with data protection laws.

Personal data will not be sold to third parties.

8. International Transfers

Where personal data is transferred outside the United Kingdom, this will only occur:

- To countries with adequacy decisions; or
- Under appropriate safeguards such as Standard Contractual Clauses

Appropriate measures will be taken to ensure data remains protected.

9. Data Security

Serply Recruitment Ltd implements appropriate technical and organisational measures to protect personal data, including:

- Secure digital systems and encrypted devices
- Access controls limiting data to authorised personnel
- Regular security updates and monitoring
- Staff training on data protection responsibilities
- Confidential handling of all sensitive information

10. Data Retention

Personal data will be retained only for as long as necessary to fulfil its purpose and meet legal obligations.

Typical retention periods include:

- Up to 6 years for employment and contractual records
- Up to 2 years for candidate data where no placement occurs
- Shorter periods for marketing data unless consent is maintained

Data is securely deleted or anonymised once no longer required.

11. Cookies and Website Usage

Serply Recruitment Ltd uses cookies in accordance with PECR.

Cookies are used to:

- Monitor website performance
- Analyse user behaviour
- Improve functionality

Users may control cookies through browser settings.

12. Data Subject Rights

Individuals have the following rights under UK GDPR:

- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to object
- Right to data portability

Requests will be responded to within one month.

13. Withdrawal of Consent

Where processing is based on consent, individuals may withdraw consent at any time.

Withdrawal does not affect processing already carried out.

14. Complaints

Concerns should be raised with Serply Recruitment Ltd in the first instance.

If unresolved, individuals have the right to contact the Information Commissioner's Office (ICO).

15. Monitoring & Review

This policy will be reviewed regularly to ensure ongoing compliance with legislation and best practice.