

Privacy Policy

Definition:

The Company = Serply Recruitment Ltd

1. Purpose

The purpose of this Privacy Policy is to explain how Serply Recruitment Ltd collects, uses, stores, and protects personal information. The Company is committed to processing personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and the **Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR)** as amended.

This document describes what information we collect, how it is used, the lawful bases for processing, and the rights of data subjects.

2. Data Controller

The Company's Directors act as Data Controllers and are responsible for ensuring that personal data is processed lawfully, fairly, and transparently.

You may contact the Data Protection Officer or Data Controller regarding this Policy by email at .

3. Information Collected

The Company may collect and process the following categories of personal information:

- Information provided through our website at serplyrecruitment.co.uk, by telephone, email, or other correspondence;
- Information supplied by candidates, workers, and clients in connection with recruitment services;
- Details of visits to our website, including IP address, browser type, location data, and usage analytics;
- Right-to-work documentation, identification, qualifications, and professional references;
- Employment, education, and placement history;
- Financial and payment information for payroll or invoicing;
- Any special category data voluntarily provided (for example, disability or health information relevant to workplace adjustments).

4. Lawful Basis for Processing

The Company processes personal data only where a lawful basis applies under UK GDPR:

- **Consent** – for marketing communications, job alerts, or where explicit consent is required;
- **Contractual necessity** – for recruitment, placement, or employment contracts;
- **Legal obligation** – for right-to-work checks, tax and audit requirements;
- **Legitimate interests** – to operate and improve our business relationships and services while maintaining data subjects' fundamental rights and freedoms;
- **Vital interests** – in limited cases involving health or safety emergencies.

5. How Information Is Used

Personal data is used for the following purposes:

- To provide recruitment and employment services requested by clients or candidates;
- To fulfil statutory and contractual obligations;
- To contact you about job opportunities or relevant services, subject to your consent or legitimate interest;
- To manage payroll, invoicing, and compliance processes;
- To maintain business relationships with clients, candidates, suppliers, and partners;
- To ensure website security, analytics, and service improvement;
- To notify you of changes to our services or terms.

6. Disclosure of Information

Personal data may be disclosed only to:

- Clients, employers, and hirers for legitimate recruitment purposes;
- UK government or regulatory bodies (e.g. HM Revenue & Customs, the Home Office, or auditors) when legally required;
- Professional advisors such as legal, accounting, or IT security providers bound by confidentiality agreements;
- Third-party service providers including payroll and software suppliers supporting The Company's legitimate interests;
- If required by law enforcement, court order, or to protect The Company's legal rights.

No personal data will be sold to or shared with unauthorised third parties.

7. International Transfers

Where it is necessary to transfer personal data outside the United Kingdom, such transfer will only take place to countries with **UK adequacy regulations** or under **approved safeguard mechanisms**, such as the **UK Addendum to the EU Standard Contractual Clauses**.

Full details of such safeguards can be provided upon request.

8. Data Security

The Company takes appropriate technical and organisational measures to protect data from unauthorised access, loss, misuse, or alteration, including:

- Secure servers protected by password, antivirus, and firewall controls;
- Encryption of portable devices and restricted remote access;
- Role-based access control ensuring data is viewed only by authorised staff;
- Regular staff training on data protection and information security.

While online transmission of information cannot be guaranteed completely secure, The Company follows industry best practice to protect data integrity and confidentiality.

9. Retention and Deletion

Personal data will be retained in accordance with the Company's **Data Retention Policy** and for no longer than necessary to fulfil the purposes for which it was collected.

Retention periods typically range from 2 years for marketing correspondence to 6 years after the end of an employment relationship or business engagement, unless legal obligations require longer retention.

Data is securely deleted or anonymised once it is no longer required.

10. Cookies and Online Tracking

Our website uses cookies in accordance with the **Privacy and Electronic Communications Regulations (PECR)**. Cookies help monitor site usage and improve functionality.

You can manage or disable cookies through your browser settings, though this may affect site performance.

Details are provided in our **Cookie Notice**.

11. Your Rights

Under UK GDPR you have the right to:

- Access a copy of your personal data;
- Request correction of inaccurate information;
- Request erasure ("right to be forgotten") where legally permissible;
- Withdraw consent for processing based on consent;
- Restrict or object to processing based on legitimate interest;
- Request data portability where applicable.

Requests can be made in writing to: .

The Company will respond within one month as legally required.

12. Withdrawal of Consent

If you have provided consent for any particular processing activity (for example, marketing communications), you may withdraw it at any time by emailing .

Withdrawal will not affect the lawfulness of processing carried out before consent was withdrawn.

13. Complaints

If you have a concern about how your personal data is being processed, you should contact The Company first at or by telephone on **01244 646 892**.

If you remain dissatisfied, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** via ico.org.uk.

14. Changes to This Privacy Policy

This Policy may be amended from time to time to reflect changes in legislation or business practice. The most recent version will be published on the Company's website.

This version was approved by the Director of Serply Recruitment Ltd on **15 March 2026** and is effective from that date.

Contact:

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