

Privacy Policy

Who we are

Arrow HR Ltd, a training & consultancy company providing wellbeing & practical HR solutions for the UK workplace.

Arrow HR Ltd is a registered in England in Wales (Company Number 10520459). The registered address is 10 Bath Road, Old Town, Swindon, SN1 4BA

Arrow HR Ltd is registered with the Information Commissioner's Office in the United Kingdom (Reg Number ZA816944). ICO website: <https://www.ico.org.uk> Helpline number: 0303 123 1113

Our contact details

E-mail: james.maher@arrowhr.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, but not limited to – name, email address, phone number and address.)

How we obtain the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- Completion of contact forms on our website.
- Corresponding with us directly through our website, directly by e-mail or by phone when you contact us about products & services

We use the information that you have given us to provide you with information about the products & services that you request from us.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting james.maher@arrowhr.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a contractual task.

Links to other websites

Our website may contain links to other websites run by other organisations.

This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

Similarly, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Data retention

We will only retain your personal data for as long as necessary to fulfill the purposes it was collected for. This includes the purposes of satisfying any legal, accounting or reporting requirements. When deciding what the correct time is to keep/destroy data, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at james.maher@arrowhr.co.uk if you wish to make a request.

Review of this notice

We keep this Notice under regular review. This notice was last updated in February 2022.