

WEBSITE PRIVACY NOTICE FOR CLIENTS AND THEIR EMPLOYEES

1.0 INTRODUCTION

MAD-HR is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our clients that communicate with us at events, over the phone or email, via our website, helpdesk and social media platforms.

This privacy notice informs you, our clients and their employees, of the data we collect, what we do with this information, what we do to keep it secure, as well as the rights and choices you have over your personal information.

For the purposes of this privacy notice and our data processing activities, Data Protection Legislation means the Data Protection Act 2018, the UK General Data Protection Regulation, the Privacy and Electronic Communication Regulations (PECR) and any legislation implemented in connection with the aforementioned legislation. Where we process personal data as a controller or processor of people in the European Union, it also includes the EU General Data Protection Regulation, including any replacement legislation coming into effect from time to time.

2.0 CONTROLLER/PROCESSOR

MAD-HR acts as both a controller and processor for different processing activities related to delivering its services to you and your organisation.

Where MAD-HR is processing your personal data for the purposes of its own marketing, sales, and operational purposes, it is an independent controller for such purposes.

Where MAD-HR is processing your personal data for purposes relating to delivering its HR consultancy services to its clients, it is a processor for these purposes. However, in some limited instances, MAD-HR may be acting as a joint controller with its clients. In both cases, MAD-HR ensures that appropriate data sharing agreements are in place between itself and its clients to safeguard the personal data processing.

MAD-HR is registered with the Information Commissioner's Office (ICO) with registration number ZA087960.

If you have any questions about this privacy notice or how we process personal data, you can contact us by either phone, email or post.

- Phone: 01473 360 160
- Email: carole.burman@mad-hr.co.uk
- Registered Office: MAD-HR Ltd, IP-City Centre, 1 Bath Street, Ipswich, IP2 8SD

It is important that you read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using that information and what your rights are under the data protection legislation.

3.0 WHAT INFORMATION DOES THE COMPANY COLLECT?

We only collect the minimum amount of personal data required in order to communicate with you and provide our services. The type of personal information that we will collect about you, from third party websites or that you have voluntarily provided to us on this website or from enquiry/contact forms, event/exhibition or other contact methods include:

- Your name;
- Contact number(s);
- Email address;
- Your company;
- Job title;
- Form responses; and/or
- Online identifiers

We may, in further dealings with you, extend this to include your address, purchases, services used, marketing preferences, records of conversations and agreements, and payment transactions.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a prospect or client in an efficient and effective manner.

In order to provide our HR consultancy services to our clients, we may process a range of additional information about our clients' employees, depending upon the services being provided. This includes:

- your name, address and contact details, including email address and telephone number, and date of birth;
- the terms and conditions of your employment;
- details of your qualifications, skills, experience and employment history, including start and end dates;
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- information about your marital status, next of kin, dependants and emergency contacts;
- your photograph;
- information about your nationality and entitlement to work in the UK;

- details of your schedule (days of work and working hours) and attendance at work;
- details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave;
- details of any disciplinary, capability or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- assessments of your performance, including appraisals, performance reviews and ratings, performance improvement plans and related correspondence.

We may also process the following more sensitive types of information:

- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief;
- information about your criminal record;
- information about medical or health conditions, including whether or not you have a disability for which our client must make reasonable adjustments;
- information about your health, including any medical condition and sickness records

In most instances, this information will be collected by our client, your employer or prospective employer, and then shared with us as necessary to perform our services. In some instances, we may collect information directly from you during interviews or other forms of direct communication, such as email or phone.

Data may be stored in a range of different places, including in your personnel file, in our HR management systems and in other IT systems (including our email system).

4.0 HOW DOES THE COMPANY PROCESS PERSONAL DATA?

We process your personal data for a number of purposes. For each purpose, we have identified a lawful basis for such processing. We will never store, process or transfer your data unless we have an appropriate lawful reason to do so.

The below table outlines how we process your personal data and the lawful basis relied upon:

Processing Activity	Lawful basis
To contact you, following a sales enquiry, customer service enquiry, issue or complaint you may have contacted us about	Legitimate Interests
Processing your details to process your company's orders and payments	Legitimate Interests
To get feedback about our service	Legitimate Interests
To power our website security measures so you can safely access our website	Legitimate Interests
Marketing/analytics from our website using cookies	Consent

To deliver our HR support services to clients and their employees	Legitimate Interests
To deliver our training courses and HR toolkit that you have directly signed up to	Contract
To send marketing emails and newsletters that you have signed up to	Consent
To deliver free webinars that you have signed up to	Legitimate Interests
To get feedback from you about our service, we may invite you to provide a client testimonial that we can use on our website	Legitimate Interests

5.0 CHANGE OF PURPOSE

We will only use your personal information for the purposes for which we collected it unless we reasonably consider that if we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

6.0 WHO HAS ACCESS TO DATA?

We may share your personal data with other organisations:

- If the law or a public authority says we must share the data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (including for the purposes of preventing fraud and reducing credit risk);
- We use third party data processors to provide elements of services for us. We have Data Processor Agreements in place with our data processors. This means that they cannot do anything with your data unless we have instructed them to do it. These third parties provide us with the technical tools and platforms that enable us to provide our services to you. The key processors we use are:

Type	Industry	Processor	Location
Email/cloud storage	IT	Microsoft	EU
CRM system	Operations	Capsule	UK
Accounting system	Finance	Xero	EU
Email Marketing tool	Marketing	Mailchimp	US
Project management tool	Operations	Scoro	EU

7.0 TRANSFERRING INFORMATION OUTSIDE OF THE UK

The data that we process may be transferred to, and stored at, a destination outside the UK.

We are committed to ensuring that adequate safeguards are in place when transferring Personal Data outside the UK. As such, we will take reasonable steps to ensure that your personal information is adequately protected in accordance with the requirements of UK data protection law.

8.0 HOW DOES THE COMPANY PROTECT DATA?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by our employees in the performance of their duties.

Where we engage third parties to process personal data on our behalf, we do so on the basis of written instructions. They are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

9.0 FOR HOW LONG DOES THE COMPANY KEEP DATA?

We always retain your personal information in accordance with UK data protection law and never retain it for longer than is necessary. The period for which your personal information is retained will depend upon the nature of your relationship with us and the purposes for which we are processing it. We have set out specific retention periods for the data we process in our Data Retention Schedule.

10.0 YOUR RIGHTS

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require us to change incorrect or incomplete data;
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing;
- request the transfer of your personal information to another party.

Where we are processing your personal data and our lawful basis is consent, you have the right to withdraw your consent at any time.

If you would like to exercise any of these rights, please contact [Carole Burman](#).

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner's Office (ICO).

11.0 CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the Company's Managing Director, [Carole Burman](#).