

Privacy Notice

Riverside Recruitment is a recruitment business which provides work-finding services to its clients and work-seekers. Riverside Recruitment must process personal data (including special categories of personal data) so that it can provide these services – in doing so, Riverside Recruitment acts as a data controller.

You may give your personal details to Riverside Recruitment directly, such as on an application or registration form or via our website, or we may collect them from another source such as a jobs board. Riverside Recruitment must have a legal basis for processing your personal data. For the purposes of providing you with work-finding services and / or information relating to roles relevant to you, we will only use your personal data in accordance with this privacy statement. We will comply with current data protection laws at all times.

1. Collection and use of personal data

a. Purpose of processing and legal basis

Riverside Recruitment will collect your personal data (which may include special categories of personal data) and will process your personal data for the purposes of providing you with work-finding services. This includes for example, contacting you about job opportunities, assessing your suitability for those opportunities, updating our databases, putting you forward for job opportunities, arranging payments to you and developing and managing our services and relationship with you and our clients.

On some occasions we may be required to use your data for the purpose of investigating, reporting and detecting crime and also to comply with laws that apply to us. We may also use your information during the course of internal audits to demonstrate our compliance with certain industry standards.

We must have a legal basis to process your data. The legal bases we rely upon to offer our work-finding services to you are:

- Your consent
- Where we have a legitimate interest
- To comply with a legal obligation that we have
- To fulfil a contractual obligation that we have with you

b. Legitimate interest

This is where Riverside Recruitment has a legitimate reason to process your data provided it is reasonable and does not go against what you would reasonably expect from us. Where Riverside Recruitment has relied on a legitimate interest to process your personal data our legitimate interests are as follows:

- Managing our database and keeping work-seeker records up to date;
- Providing work-finding services to you and our clients;
- Contacting you to seek your consent where we need it;
- Giving you the information about similar products or services to those that you will have used from us recently

c. Statutory / contractual requirement

Riverside Recruitment has certain legal and contractual requirements to collect personal data (e.g., to comply with the Conduct of Employment Agencies and Employment Business Regulations 2003, immigration and tax legislation, and in some circumstances safeguarding requirements). Our clients may require this personal data, and we may need your data to enter into a contract with you. If you do not give us the personal data we need to collect in order to comply with our statutory and legal requirements, we may not be able to continue to provide work-finding services to you.

d. Recipient/s of data

Riverside Recruitment will process your personal data and/or sensitive personal data with the following recipients:

- Clients (who we may introduce or supply to you)
- Your former employers who we may seek references from
- Payroll service providers who manage payroll on our behalf or other payment intermediaries who we may introduce to you
- Other recruitment agencies in the supply chain
- Auditors who are assessing the compliance and processes of the business to ensure its adherence to all relevant legislation and good practice guidance

2. Information to be provided when data collected not from the data subject

Categories of data (Riverside Recruitment may collect the following personal data on you):

Personal data (not exhaustive):

- Name, address, mobile number, email
- National Insurance Number
- Nationality (through Right to Work check)

Special categories of personal data (not exhaustive):

- Health information (including if you have a disability)
- Criminal conviction(s)

Source of the personal data (Riverside Recruitment may source your personal data / special categories of personal data from the following – not exhaustive):

- From job boards (Indeed, CV Library, Reed), Linked In
- A former employer
- A referee whose details you provide to us
- Any future software providers who we may use to support our services
- Cookies listed in section below

This information would not come from a publicly accessible source.

3. Overseas Transfers

Riverside Recruitment will not transfer the information you provide to us to countries outside the UK and / or the European Economic Area (EEA) for the purposes of providing you with work-finding services. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein.

4. Data retention

The company will retain your personal data only for as long as is necessary for the purpose we collect it. Different laws may also require us to keep different data for different periods of time. For example, the Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services. We are required to keep your records relating to the right to work in the UK 2 years after employment or the engagement has ended alterable and working time records including your 48 hour opt out notice annual leave / holiday records 2 years from the time they were created.

Additionally, we must also keep your payroll records, holiday pay, sick pay and pensions auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation. This is currently 3 to 6 years.

Where Riverside Recruitment has obtained your consent to process your personal data, we will do so in line with our retention policy. Upon expiry of that period Riverside Recruitment will seek further consent from you. Where consent is not granted Riverside Recruitment will cease to process your personal data and / or sensitive personal data.

5. Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data Riverside Recruitment processes on you
- The right of access to the personal data Riverside Recruitment processes on you
- The right to rectification of your personal data
- The right to erasure of your personal data in certain circumstances
- The right to restrict processing of your personal data
- The right to data portability in certain circumstances
- The right to object to the processing of your personal data that was based on a public or legitimate interest
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to Riverside Recruitment processing your personal data / sensitive personal data, you have the right to withdraw that consent at any time by contacting Faye Francis 01761 410433. Please note that if you withdraw your consent to further processing that does not affect any processing done prior to the withdrawal of that consent, or which is done according to another legal basis.

There may be circumstances where Riverside Recruitment will still need to process your data for legal or official reasons. Where this is the case, we will tell you and we will restrict the data to only what is necessary for those specific reasons.

If you believe that any of your data that Riverside Recruitment processes is incorrect or incomplete, please contact us using the details below and we will take reasonable steps to check its accuracy and correct it where necessary.

You can also contact us using the below details if you want us to restrict the type or amount of data we process for you, access your personal data or exercise any of the other rights listed above.

6. Cookies

We may obtain data about you from cookies. These are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies also enable us to deliver more personalised content.

The cookies we use and why are:

- **Essential** – Some of the cookies on our Site are essential to enable us to provide you with the service or product you have requested. An example of this could be a cookie used to enable you to log into your account on our Site or which allows communication between your browser and our Site. Our cookie preference cookie (described in the section “How can I reject or opt out of receiving cookies?”) is also an essential cookie. You may not be able to use our Site without these cookies.
- **Analytics** – We use analytics cookies to help us understand how users engage with our Site. For example, a cookie counts the number of different people visiting our site, or using a particular site feature, rather than simply counting the total number of times the site or feature is used. This allows us to analyse and improve site performance.
- **User Cookies** – These cookies improve your experience on our site by remembering your preferences.
- **Social Sharing** – We use third party cookies to allow you to share our content directly on the social networking/sharing sites like Facebook or Twitter. Please see our “Third Party Cookies” section below for more details.
- **Interest-Based Advertising** – You will have noticed that when you visit websites you will be shown adverts for products and services you may wish to buy. The money made by website owners for showing third party adverts on their websites often pays for the cost of running the website and therefore usually allows you to use the website without having to pay a registration or usage fee. To try and ensure that the adverts you see are relevant to you third party cookies may be used to collect information about the types of things that interest you, for example websites you visit and the geography that you are based in. Having these cookies does not increase the number of adverts you will be shown, but simply makes the adverts you see more relevant. Please see our “Third Party Cookies” section below for more details.

Third party cookies

When you visit our site cookies may be issued and stored in your device by third parties to collect information and serve content or advertisements to you. These cookies may emanate from third party websites we interact with (such as data and analytics collection sites). We have no control over these cookies or how the third parties involved use them.

For more information about these cookies, and how to disable them, please see:

Internet Advertising Bureau website at <http://www.youronlinechoices.com/> which explains how interest-based advertising works and how to avoid it if you wish.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Most web browsers allow some control of most cookies through the browser settings. For detailed information on cookies visit www.aboutcookies.org or www.allaboutcookies.org. Please note that in a few cases some of our website features may not function if you remove cookies from your browser.

7. Login Files

We use IP addresses to analyse trends, administer the site, track users' movements, and to gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

8. Links to external websites

Riverside Recruitment's website may contain links to other external websites. Please be aware that Riverside Recruitment is not responsible for the privacy practices of such other sites. When you leave our site we encourage you to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by Riverside Recruitment's website.

9. Sale of business

If Riverside Recruitment is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business. Where the sale of the business results in the transfer of your details to a different data controller we will notify you of this.

10. Data security

Riverside Recruitment has put in place appropriate security measures to prevent your personal data from being accidentally lost, used or access in an unauthorised way, altered or disclosed.

Only employees who need the information to perform a specific job (for example, consultants, our accounts staff or a marketing assistant) are granted access to your information.

Riverside Recruitment uses all reasonable efforts to safeguard your personal information. However, you should be aware that the use of email / the Internet is not entirely secure and for this reason Riverside Recruitment cannot guarantee the security or integrity of any personal information which is transferred from you or to you via email / the Internet.

If you share a device with others, we recommend that you do not select the “remember my details” function when that option is offered.

If you have any questions about the security of our website, you can email Faye Francis staff@riversiderecruit.co.uk.

11. Changes to the privacy statement

We will update this privacy statement from time to time. We will post any changes on the statement with revision dates. If we make any material changes, we will notify you.

12. Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact Faye Francis staff@riversiderecruit.co.uk.

You also have the right to raise concerns with the Information Commissioner’s Office on 0303 123 1113 or at <https://ico.org.uk/make-a-complaint/> or any other relevant authority should your personal data be processed outside of the UK and you believe that your data protection rights have not been adhered to.

Contact Details – Faye Francis staff@riversiderecruit.co.uk

Date – February 2023

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