

1. Who we are

RCM Recruitment Ltd is a family owned and managed business. We take the hard work out of your recruitment efforts offering a quality and honest recruitment service. We committed to building upon this trust and confidence by looking after your personal data in line with current General Data Protection Regulations (the GDPR). How we do this is set out in this Data Privacy Policy.

If you have any questions as to how we look after your data, please do email us at the email address listed below, or write to us at the address listed below.

We do review our Data Privacy Policy regularly and therefore this document will be updated periodically; the last update date is shown below.

Trading Name:	RCM Recruitment Ltd
Trading Address:	19 Chapel Street, Cheadle, Staffordshire, ST10 1DU
Directors:	Emma Tideswell
Company Registration Number:	09499873
Email Address for Official Notices:	info@rcmrecruitment.co.uk
Data Retention Periods:	Please refer to page 3 of this policy
Cookie Policy & Website Privacy Policy:	https://www.rcmrecruitment.co.uk/privacy-policy
Date this policy last updated:	10th May 2018

2. What this policy is about and what it describes

The purpose of this policy is to inform you of how we will collect and use personal data about you.

- When we talk about **personal data** we are referring to any information which identifies a living individual.
- When we talk about how we **process** your personal data, this is where we do something with your personal data, including how it is collected, recorded, organised, stored, disclosed and deleted.
- If we make a reference to **special category data**, we are referring to personal data which reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, health, genetic or biometric data.
- We process information about **candidates** who may be suitable for a vacancy and we ask for your consent to keep you informed about further suitable vacancies, and about **candidates** who we have placed.
- We process information about our **clients** who we work with to fill job vacancies on their behalf.
- We process information about our **suppliers** from whom we have purchased goods and services.

3. What personal data we process and why

We have completed a Data Audit of the personal data we collect and have identified our lawful basis for processing this data. You can request a copy by sending an email to the address on page 1 of this policy.

Where we rely on consent for processing your personal data, you can withdraw your consent at any time by sending an email to the address on page 1 of this policy.

i. Candidates

- Where we process information about candidates, the information we have is provided by you, or is freely available. Typically, the personal data we collect will be your name, contact details, how we obtained this, and any background information from you or published by you on social media or freely accessible via the internet.
- When we are processing data about you on behalf of a client, we are operating under the banner of our client's data privacy policy. We will refer any enquiry from you to them, as they are the 'data controller' responsible for dealing with your query.

ii. Clients

- Where we process information about prospective clients, the information we have is freely accessible via the internet, social media or a relevant contact for our business. We will process this information to understand our relationship with you, including your wishes for us not to make contact again.
- Once you have entered into a contract with us, we will collect information from you to fulfil the contract and for invoicing purposes. We keep records of the service we have provided to you, and any information you give us, so we can support you when needed. We do not store credit card or bank details. If you pay us by BACS or direct transfer, we know only what the bank tells us.

iii. Suppliers

- We collect information on potential and actual suppliers, this is mostly provided by you. We handle this data in a similar way to how we handle client information.
- If you become a supplier we keep a copy of the contract between us, and we keep your bank details so we can pay you. We also keep a record of invoices/payments for accounting purposes. We keep a record of the work you undertook for us along with any comments, reviews or suggestions about that work including complaints (if any) and their resolution. This information is all needed to manage our customer relationships and our supply chain.

4. Data sharing – 3rd parties

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for other purposes.

i. Platforms

We keep a list of software platforms, these platforms help us to manage our business and have been listed in our Data Audit. If you would like a list of these platforms, please send an email to the address on page 1 of this policy.

ii. People

RCM Recruitment Ltd employees only a small team of people, and it is therefore necessary for us to outsource some of the support services required to run our business. These may include Accountants, Web Designers, IT Support and more. They have limited access to your data, where the service they provide to us means they need it.

5. Where your data is located

We use mainstream packages, from our email system to our accounting system to our CRM system. This does mean that some of your data is stored in the European Economic Area (EEA), and some is stored in the United States of America (USA) or elsewhere. Where your data is stored in the USA we aim to use systems which have a Privacy Shield.

6. Data Retention

We do need to keep some information to comply with our legal obligation, for example we keep financial records for the period as set out by HMRC. If we have obtained consent from you to keep your information, we will specify for how long you are giving consent for and how you can withdraw your consent.

- Emails containing prospective candidate information: 4 weeks
- Prospective Candidate CV's we have printed: 4 weeks
- On our candidate database, including a saved CV: 12 months
- Successful candidate CV's we have printed: 6 months
- Client CRM: there is no end date as we have to record your right to be forgotten
- Financial Records: 7 years
- Payroll Records: 3 years
- Employee Details: 5 full years from date of leaving

7. Your Rights

You have the right to know what information we are collecting on you, and to amend this information if it is inaccurate.

- If you would like to talk to us about the information we hold on you, please let us know so we can comply with your request.
- If you would like to know what information we hold about you, please send an email to the address on page 1 of this policy, and provide your name and address and will happily search our systems and extract what we hold about you.
- You have the right to be 'forgotten'. However where we hold information about you to comply with a legal obligation, we are unable to delete such information.

8. Complaints procedure

If you have a complaint about the what information we hold about you, or how we are storing it, please in the first instance send an email to the address on page 1 of this policy, or write to us at: RCM Recruitment Ltd, 19 Chapel Street, Cheadle, Staffordshire, ST10 1DU and provide your full name, address and the nature of the complaint.

9. Cookies

Our cookie policy and website privacy notice are available from our website, please follow the link given on page 1 of this policy.