

Privacy Policy

At Direct Personnel Midlands Ltd, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who use our services, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check with Direct Personnel Midlands Ltd to ensure that you're happy with any changes. By using our company services you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to simon@dpmidlands.co.uk or by writing to 415 Bearwood Road Smethwick, Birmingham B66 4DF Alternatively, you can telephone 0121 420 4155.

Who are we?

We're Direct Personnel Midlands Ltd, A recruitment Business based in Birmingham. Direct Personnel Midlands Ltd is a registered company limited by guarantee (no. 06214457). The registered address is 415 Bearwood Road, Smethwick Birmingham, United Kingdom, B66 4DF.

How do we collect information from you?

We obtain information about you when you use our services via preferred partners, third party agency or when you contact us directly, for example, when you contact us about our products and services.

What type of information is collected from you?

The personal information we collect will include your name, address, email address, bank details, NI number and any other information regarding your employment and right to work status. No card information is not held by us under any circumstance.

How is your information used?

We may use your information to:

- process a payment that you are owed;
- process hours/ invoices that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals or industry updates.
- activities, promotions of our associated companies' goods and services;
- process a P45, work associated application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to any third party.

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

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Direct Personnel Midlands Ltd network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third-party product providers to bring you a range of

services designed to meet your needs and reliability required for the outsourced employment management and facilities. When you enquire about one or more of these services, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party service providers will share your information with us which we will use in accordance with this Privacy Policy.

1. We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do and our exciting products and services, then you can advise us upon collection of your information or by email to simon@dpmidlands.co.uk or by writing to 415 Bearwood Road Smethwick, Birmingham B66 4DF Alternatively, you can telephone 0121 420 4155.

We will contact you for marketing purposes by email, phone or text message unless you have removed your prior consent. We will contact you for marketing purposes by post unless you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email to simon@dpmidlands.co.uk or by writing to 415 Bearwood Road Smethwick, Birmingham B66 4DF Alternatively, you can telephone 0121 420 4155.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, personal details or any of the other information we hold is inaccurate or out of date, please email us at: simon@dpmidlands.co.uk or by writing to 415 Bearwood Road Smethwick, Birmingham B66 4DF Alternatively, you can telephone 0121 420 4155.

You have the right to ask for a copy of the information Direct Personnel Midlands Ltd hold about you. Please note that our standard service level agreement to fulfil this request is 7 working days.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as bank details) is encrypted and protected.

Non-sensitive details (your email address etc.) are transmitted normally over email, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We do not analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you.

16 or Under

We do not offer products and services to under 16's. However, we are concerned to protect the privacy of children aged 15 or under. If you are aged 15 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through Direct Personnel Midlands Ltd and its partners, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018.