



Privacy Notice

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

Company Details

Jacob's Ladder Consulting Limited, a company whose registered address is Unit 36, Silk Mill Industrial Estate, Brook Street, Tring, Hertfordshire, HP23 5EF, Registered Number 08423857 which hereafter for the purposes of this Privacy Notice will be referred to as JLC, is pleased to provide the following information:

Business Activities

JLC provides HR advice and support, and IT consultancy services to businesses. HR Services may include giving advice and guidance for business requirements or regarding specific employee(s). IT consultancy services primarily focus on software development with specialism in system integration. JLC is registered with the Information Commissioners Office Number: ZA366140.

Data Collection

- 1) For the purposes of providing the most appropriate HR or IT advice, creating systems, policies or legal documents such as employment contracts and advising on any potential legal challenge, JLC will collect data about your business, such as contact numbers, postal and email addresses, and for HR services may require detailed personal information on employee(s). We will only collect what is relevant and necessary for the advice or work being undertaken. When visiting or speaking to your business on the telephone we will make notes which may include the details as described above and also concerning any employee(s) involved in any specific case work. This data is always held securely and is not shared with anyone. To be able to advise your business accordingly it is a condition of any advice given that you give your explicit consent to allow the JLC consultant to document and process your business or employee data.
- 2) For marketing purposes, JLC may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing information which JLC believes may be of interest to you.
- 3) In making initial contact with JLC you consent to us maintaining a marketing dialogue with you until you either opt out (which you can do at any time) or we decide to desist in promoting the services. JLC may occasionally also act on behalf of its clients in the capacity of data processor, when we may liaise with other services, e.g. payroll services, occupational health providers, ACAS or tribunal services at your request we will only do so when we have your consent. JLC does not broker your data and you can ask to be removed from our marketing database by emailing or phoning JLC using the contact details provided at the end of this Privacy Notice.
- 4) Some basic personal data may be collected about you from the marketing forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like IP addresses.
- 5) JLC's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The website uses cookies to help JLC to identify and track visitors to determine what is most effective about the website. JLCs' website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using JLCs' website.
- 6) JLC will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

Legal basis for processing

To meet our contractual obligations obtained from explicit consent and legitimate interest to respond to enquiries concerning the services provided.



Legitimate interests pursued by JLC

To provide advice, support and guidance for all types of Human Resources requirements and for software development and systems integration within businesses.

Consent

Through agreeing to this privacy notice you are consenting to JLC processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

In relation to personal data about individuals provided to JLC by you, particularly in the performance of HR Services, you must ensure that your organisation has the relevant consent in place from the individual for JLC to act as a data processor for your organisation.

Disclosure

JLC will keep your personal data safe and secure, only consultants engaged in providing advice or services will have access to your business or employee data. JLC will not disclose your personal data unless compelled to, in order to meet legal obligations, regulations or valid governmental requests.

Retention Policy

In relation to our HR services, JLC will process personal data for the duration of any advice or piece of work engaged for under contract and will continue to store only the personal data needed for 7 years after any contract has expired to meet any legal obligations. After 7 years all personal data will be deleted, unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details. If you wish any data to be retained for longer than 7 years in accordance with any company retention policies please notify JLC in writing at the start of the contract so the data can be passed back to the organisation at the 7 year expiry point.

Data storage and security

JLC takes reasonable technical, administrative and physical security measures designed to protect your information. All data is held in the United Kingdom. JLC does not store data outside the EEA. Data is held on a secure server and work is carried out on encrypted and password protected machines. Any paper documents are kept in locked cabinets with restricted access. Emails are sent from a hosted account.

Your (and individual(s)) rights as a data subject

At any point whilst JLC are in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right of restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

If taking HR Services – If JLC have been provided with personal data relating to individuals for HR Services you will need to be aware that all of the rights detailed above also relate to that information you have provided to JLC as a data processor on your behalf. Therefore any requests relating to personal data for an individual submitted to your organisation will need to be notified to JLC in order that the data subject rights can be actioned.

In the event that JLC refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request JLC can confirm what information it holds about you and how it is processed.



Jacob's Ladder Consulting Limited

To make a subject access request

If a request is made JLC will take steps to ensure the identity of the individual or business making the request before it releases any data. All requests should be made to vicki@jacobs ladder consulting.co.uk or by phoning 07955 083253 or writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by JLC you have the right to complain to us. If you do not get a response within 30 days, you can make a complaint to the ICO.

The details for each of these contacts are:

Vicki Jacob – Data Protection Officer, Jacob's Ladder Consulting Limited, c/o 4 Great Eastern Close, Bishop's Stortford, CM23 5JP

Telephone 07955 083253 or email: vicki@jacobs ladder consulting.co.uk

ICO

Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email:

<https://ico.org.uk/global/contact-us/email/>