



PRIVACY POLICY

AUTHENTIC TALENT LIMITED PRIVACY AND DATA PROTECTION POLICY

We at Authentic Talent, understand the importance of a data policy and how it protects us, our customers, clients, candidates and visitors to our website. We value your information and privacy.

This policy provides an explanation as to what happens to any personal data that you share with us, or that we collect from you either directly via this website or via email or from 3rd party platforms, and it explains your rights under data protection legislation.

Here at Authentic Talent we like to treat people as we would want to be treated ourselves and this includes how we deal with and use your personal data and we want you guys to know you are in safe hands.

WHO WE ARE?

We are Authentic Talent Limited (12283516) – when you're our customer, client or browse our website, we act as a Data Controller for your personal data. This means we determine how and why your personal data is processed.

We are a recruitment agency, recruitment business and consultancy. We collect the personal data of the following types of people to allow us to undertake our business;

- Prospective and placed candidates for permanent or temporary roles;
- Prospective and live client contacts;
- Supplier contacts to support our services;
- Employees;

We collect information about you to carry out our core business and ancillary activities.

If you want to get in touch with us our contact details are:

Email – laura@authentictalent.co.uk

Phone – 07956839313

Post – C/O Cutts and Co, Eden Point, Three Acres Lane, Cheadle Hulme, Cheadle, SK8 6RL

WHAT DATA DO WE PROCESS?

From the first time you interact with us we are collecting data – sometimes that is data you explicitly provide to us, sometimes it is data we collect automatically and sometimes it is from third party sources such as Social Media, Linked In, or Job Boards.

Updated as of August 2023

www.authentictalent.co.uk

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Website

If you're using our website then we will automatically collect some information from you:

- Your IP address, login information, browser type and version, time zone setting, browser plug-in types, geolocation information about where you might be, operating system and version.
- Your URL clickstreams (the path you take through our site), products/services viewed, page response times, download errors, how long you stay on our pages, what you do on those pages, how often, and other actions.
- Additionally, you may fill in contact forms on our website. We'll collect from you basic contact information and use it to get in touch.

Candidates

If you're a candidate, or job seeker then we'll collect more information from you (or from public sources such as Linked In or Job Boards but only in accordance with your privacy settings on those platforms):

- We'll process your name, contact details, employment history, date of birth, qualifications, skills and experience.
- If you contact us we'll also keep details of your correspondence.

Clients

If you're a client then we'll collect and process information from you needed to provide our services to you:

- Contact details – name, address, phone numbers, email addresses.
- Service History – details of roles we've helped you with and services we've supplied to you.
- Financial Information – required information when you purchase from us such as payment history, VAT registration details and statutorily required information.

DATA PROTECTION PRINCIPLES

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

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HOW WE USE YOUR DATA

Data protection law means that we can only use your data for certain reasons and where we have a legal basis to do so. Here are the reasons for which we process your data, and the legal basis for us doing so:

Providing Recruitment Services To Candidates: Where you're a candidate we will process your personal data in order to provide the normal services of a recruitment company – we'll assess your application in respect of roles applied for, consider your skills against other roles we may have on our database, communicate with you in respect of the recruitment process, and to find appropriate people for our client's roles. Our legal basis for this is legitimate interest (see below)

Providing Recruitment Services To Clients: We help clients recruit the best people for their roles – to do this we have to process personal details of our clients to ensure we can match great candidates to their needs and make sure we honour our contracts with them. Our legal basis for this is contractual obligation.

Keeping Our Website Running: providing and managing your access to our website and services, personalising and tailoring your experience on our website and services. Our legal basis for this is legitimate interest (see below).

Improving Our Website and Service Offering: Testing features, interacting with feedback platforms and questionnaires, surveys, managing landing pages, heat mapping our site, traffic optimization and data analysis and research, including profiling and the use of machine learning and other techniques over your data and in some cases using third parties to do this. Our legal basis for this is legitimate interest (see below).

Marketing Purposes: We may send you emails and messages about new vacancies, features, products and services, and content. You will always be able to unsubscribe from these. Our legal basis for doing that is either consent or legitimate interest (see below).

Answering Your Queries & Customer Support: We will use your email and contact details to answer your contact requests and queries. Our legal basis for doing so is contractual obligation.

Legal Basis

We have identified a legal basis for each of our purposes above – this is what that means:

Legitimate Interest:

Processing your data is necessary for our legitimate interests or the legitimate interests of a third party, provided those interests are not outweighed by your rights and interests. These legitimate interests are:

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- recruitment of staff for our clients
- gaining insights from your behaviour on our website
- delivering, developing and improving our service
- enabling us to enhance, customise or modify our services and comms
- enhancing data and physical security
- promoting our products, services and business.
- responding to customer enquiries, contact requests and promoting our services.
- In each case, these legitimate interests are only valid if they are not outweighed by your rights and interests.

You can always object to our processing of your data based on legitimate interest. If you do so and we have no other legal basis for processing your data we will stop. If we do have another legal basis we will continue to do so, subject to your legal rights.

INFORMATION ABOUT CRIMINAL CONVICTIONS

We do not envisage that we will process information about criminal convictions.

AUTOMATED DECISION-MAKING

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

DATA SHARING

Why might you share my personal information with third parties?

We will only share your personal information with the following third parties for the purposes of processing your application, such as one of our clients. And we will only do this with your permission, which can be obtained in writing, on an email and over the phone.

DATA SECURITY

We take the security of your data seriously. Authentic Talent Limited have internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so. When we engage third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.



We take appropriate measures to ensure that all personal data is kept secure including security measures to prevent personal data from being accidentally lost, or used or accessed in an unauthorised way.

We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted through any online means, therefore any transmission remains at your own risk.

DATA RETENTION

We don't want to keep data for longer than necessary, we only want to keep and use up to date information about you so that we provide the best service possible. Therefore, we'll only keep data for as long as necessary to provide our services to you, unless we have a legal obligation to keep it for longer.

For clients and candidates this means we'll delete your details from our system within 5 years of our last contact with you.

Obviously if you ask us to, and we don't have a legal obligation to keep it, we'll delete your data within 30 days of you asking.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie notice.

CONSENT

Should we want or need to rely on consent to lawfully process your data we will request your consent orally, by email or by an online process for the specific activity we require consent for and



record your response on our system. Where consent is the lawful basis for our processing you have the right to withdraw your consent to this particular processing at any time.

YOUR RIGHTS

Under the General Data Protection Regulation, you have a number of important rights. These include rights to:

- Right to be informed – you have the right to be informed about our collection and use of your personal data.
- Right of access – you have the right to request a copy of the information that we hold about you. You can do this by contacting us using the above details.
- 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 to restriction of processing – where certain conditions apply, you have a right to restrict our processing.
- Right of portability – you have the right to have the data you provided to us transferred to another organisation.
- Right to object – you have the right to object to certain types of processing (such as direct marketing).

If you'd like to complain, or exercise any of your rights then please get in touch – our details are above.

If you're not happy with our response you have the right to complain to the UK's supervisory authority, The Information Commissioner's Office. You can find their details on their website at <https://www.ico.org.uk>

CHANGES TO OUR PRIVACY NOTICE

Any changes we make to our privacy notice in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy notice.