

The Temp Agency gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Our office is at 16 Forth Street, Edinburgh, EH1 3LH. We are registered on the Information Commissioner's Office Register registration and act as the data controller. Our designated Data Protection Person for the organization is Paula Goodall, who can be contacted at paula@thetempagency.co.uk – 0333 6000 662.

INFORMATION THAT WE COLLECT

The Temp Agency processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from may be some of the following:

- Name
- Address
- Date of Birth
- National Insurance number
- Business and or Personal Email
- Office/Home Telephone Number
- Mobile Telephone Number
- Business/Personal Information provided by you to help us assist you with our services including those that verify your right to work in the UK.

We collect information in the below ways: - online forms, email and telephone enquiries.

HOW WE USE YOUR PERSONAL DATA

The Temp Agency takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with information about possible work opportunities, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

- We collect your personal data to provide you a service for opportunities to work and for payment. Therefore if you do work then we need your details to process your pay.
- We collect company data to be able to open an account and credit facility.

YOUR RIGHTS

You have the right to access any personal information that **The Temp Agency** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

To exercise any of these rights please email the Data Controller.

SHARING AND DISCLOSING YOUR PERSONAL INFORMATION

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **The Temp Agency** uses **third-parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from

us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

We use Sage accounting and payroll software to store all relevant information to meet our legal, statutory and contractual obligations and to provide you with our services. Sage support [Visit the GDPR support centre >](#)

SAFEGUARDING MEASURES

The Temp Agency takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place.

TRANSFERS OUTSIDE THE EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data.

The Temp Agency may from time to time utilise some products or services (or parts of them) that may be hosted/stored in USA, which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: -

- Email servers and website hosting
- CRM and marketing system

Therefore, when you use our website, send us an email, the personal information you submit may be stored on servers which are hosted in the USA. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by Data Privacy Shield Certification to protect your data and comply with the relevant data protection laws.

HOW LONG WE KEEP YOUR DATA

The Temp Agency only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 3 full

payroll years after which time it will be destroyed. Company details for a minimum of 6 years.

Where you have consented to us using your details for providing our services, we will keep such data until you notify us otherwise and/or withdraw your consent.

MARKETING

Occasionally, The Temp Agency would like to contact you with the products/services that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time.

Please email the Data Controller to update your consent:

LEGITIMATE INTERESTS EXAMPLE

The Temp Agency will occasionally send you information about upcoming events, discounts and new products, latest articles and blogs written by the team, videos and training materials created for our business, by email, SMS or post, that have been identified as being beneficial to our candidates and clients. Such information will be relevant to you as a candidate or client and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer not to receive above-mentioned marketing and offers, please email the data controller

The Temp Agency only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

The Temp Agency
Paula Goodall – Data Protection Representative.
16 Forth Street, Edinburgh. EH1 3LH.
paula@thetempagency.co.uk

Changes to this Policy

This policy is effective 24th May 2018. From time to time we may make changes to this privacy policy statement to reflect any changes to our privacy practices in accordance with changes to legislation, best practice or website enhancements.

Cookie Policy

Our websites does not use cookies – however in the future if our website changes we may use cookies which is when small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on our future site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the [About Cookies](#) website which offers guidance for all modern browsers