

# PRIVACY POLICY

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BEENA STAFFING

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## 1) Introduction

At Beena Staffing, we are committed to protecting the privacy and security of personal data. This Privacy Policy outlines how we collect, use, share, and protect the personal data of our clients, employees, and job applicants in compliance with the UK Data Protection Act 2018 (DPA 2018), the General Data Protection Regulation (GDPR), and other applicable privacy laws.

## 2) Definitions

- **Personal Data:** Any information relating to an identified or identifiable individual.
- **Client:** Any individual or organisation engaging Beena Staffing for hospitality or event staffing services.
- **Employee:** Any individual employed or contracted by Beena Staffing to provide hospitality or event staffing services.
- **Processing:** Any operation performed on personal data, such as collection, storage, usage, or destruction.

## 3) Data Controller

Beena Staffing is the data controller for the personal data of clients, employees and job applicants. We are responsible for ensuring that your personal data is handled in accordance with applicable data protection laws. If you have any questions about how your data is handled, you can contact us at [admin@beenastaffing.co.uk](mailto:admin@beenastaffing.co.uk)

## 4) What Personal Data We Collect

We may collect, store, and process the following categories of personal information about you:

### a) Clients

- **Contact Information:** Name, phone number, email address, postal address.
- **Payment Information:** Billing address, financial account details.
- **Event Information:** Event preferences, location details, service requirements.
- **Communication Data:** Emails, phone conversations, and other correspondence.

### b) Employees/ Job Applicants

- **Identification Information:** Full name, date of birth, gender, and national insurance number.
- **Contact Information:** Home address, phone number, and email address.
- **Employment Information:** CV, employment history, references, qualifications, certifications.
- **Financial Information:** Bank details, tax details, and pension contributions.
- **Right to Work Documentation:** Passport, visa, work permits, and any other documentation verifying your right to work in the UK.



- **Health and Safety Information:** Information about any health conditions or disabilities that may require adjustments at work, accident records, and information required to comply with health and safety regulations.
- **Emergency Contact Information:** Details of your next of kin or emergency contacts.
- **Background Checks:** References, criminal record checks and other pre-employment screening information.

## 5) How We Collect Personal Data

We collect personal data directly from you when you engage with us for services, during recruitment processes, and in the course of employment. Data may also be collected automatically when using our website or systems, such as through cookies that track user activity.

## 6) How We Use Your Personal Data

a) For clients, the personal data we collect is used for the following purposes:

- To communicate regarding service enquiries, bookings, or contracts.
- To provide staffing services for hospitality and events as agreed upon in our contract.
- To process payments, manage invoices, and handle disputes.
- To comply with legal obligations, such as tax reporting and record-keeping.

b) For Employees/ Job Applicants

- **Recruitment and Hiring:** Managing the recruitment process, conducting background checks, and determining your eligibility for employment.
- **Managing Employment:** Maintaining records of your employment, processing payroll, managing shifts, tracking attendance, and evaluating performance.
- **Compliance with Legal Obligations:** Ensuring compliance with employment law, health and safety regulations, right to work checks, and other legal obligations.
- **Health and Safety:** Managing workplace health and safety, including accommodating disabilities or medical conditions.
- **Pensions and Benefits Administration:** Administering any pension schemes and employee benefits.
- **Communication:** Contacting you regarding work shifts, employment updates, and other employment-related matters.

## 7) Lawful Basis for Processing Your Data

The legal basis for processing your personal data may vary depending on the situation. We process data to fulfil contractual obligations, comply with legal requirements, and for legitimate business interests, such as maintaining effective business operations and providing quality services. In cases where consent is required, such as for marketing communications or processing sensitive personal data, we will ask for your explicit consent, which you can withdraw at any time.



For employees and job applicants, data is used for recruitment, payroll processing, monitoring performance, and complying with legal obligations such as health and safety. In some instances, we may process sensitive data, such as health information or background checks, but only with explicit consent or where necessary by law.

## 8) Data Sharing

We will not sell your personal data to third parties, however, we may share your personal data only when necessary for the performance of your employment contract, to comply with legal obligations, or for legitimate business purposes. These third parties may include:

- Payroll Providers: For processing salary payments and tax deductions.
- Pension Providers: For managing employee pension schemes.
- HMRC and Other Government Authorities: To comply with legal obligations, such as tax reporting and right to work checks.
- Clients and Event Organisers: To provide your details for event staffing purposes (e.g., your name and role at the event).
- Third-Party Service Providers: Such as IT providers, HR systems, and health and safety consultants.
- Legal Advisors: In the event of legal proceedings or for legal advice.

We ensure that any third-party service providers follow strict data protection procedures and comply with GDPR regulations.

## 9) Data Security

### a) Security Measures

We take the security of your personal data seriously. We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse. This includes:

- Secure storage systems and restricted access to personal data.
- Encryption of sensitive information (e.g., bank details).
- Regular monitoring of IT systems to prevent breaches.
- Training for staff on data protection policies.

### b) Data Breach Response

In the event of a data breach, the Agency will:

- Notify the relevant supervisory authority (e.g., the Information Commissioner's Office) within seventy-two (72) hours of becoming aware of the breach, where required.
- Inform affected data subjects if the breach poses a high risk to their rights and freedoms.
- Investigate the breach, assess the impact, and take corrective actions to prevent future occurrences.



## 10) Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including to meet legal, accounting, or reporting requirements. The retention periods for different categories of data are as follows:

- **Client Data:** Retained for the duration of the contract and for six (6) years thereafter for legal and tax purposes.
- **Employment Records:** Retained for six (6) years after the end of your employment.
- **Payroll and Financial Records:** Retained for six (6) years after the tax year in which they were generated.
- **Employees Health and Safety Records:** Retained for three (3) years from the date of an incident or report.
- **Job Applicant Data:** Retained for up to twelve (12) months after the recruitment process concludes unless further consent is obtained.

Once the retention period expires, your personal data will be securely deleted or anonymised.

## 11) Your Data Protection Rights

Under GDPR, you have certain rights regarding your personal data. These include:

- **Right to Access:** You have the right to request access to the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccuracies in your personal data.
- **Right to Erasure:** You can request that we delete your personal data if there is no longer a legal or legitimate reason for us to keep it.
- **Right to Restriction:** You can ask us to restrict the processing of your personal data under certain circumstances.
- **Right to Data Portability:** You can request that we provide your personal data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to the processing of your personal data based on legitimate interests or direct marketing.
- **Right to Withdraw Consent:** If you have given consent to process specific data, you can withdraw this consent at any time.

If you wish to exercise any of these rights, please contact us using the contact details provided in this policy.

## 12) Marketing Communications

We may send clients marketing communications about our services if they have opted in to receive such communications. You may withdraw your consent for marketing communications at any time by contacting us or using the unsubscribe link in emails.



### 13) Cookies and Website Tracking

Our website may use cookies to improve functionality and provide a better user experience. Cookies are small files stored on your device that help us understand user behaviour and improve our services. You can adjust your browser settings to refuse cookies; however, doing so may affect website functionality.

### 14) Updates to this Privacy Policy

We reserve the right to update this Privacy Policy from time to time to reflect changes in how we handle personal data or changes in legal requirements. Any changes will be posted on our website, and where appropriate, we will notify clients and employees of significant changes via email. We encourage you to review this policy periodically to stay informed about how we protect your personal data.

### 15) Acceptance of Terms

By using our website, you acknowledge that you have read, understood, and agree to the terms outlined in our Privacy Policy. Your continued use of the site after any updates to this Privacy Policy will signify your acceptance of those changes. If you do not agree with these terms, please refrain from using our site.

**Last Updated: 20th September 2024**

