

## Introduction

Salford Professional Development is a franchise holder for UNITEMPS covering the Salford and Manchester areas. In this document, we will refer to this franchise as UNITEMPS/Salford.

We work hard to ensure that you get the very best experience without having to worry if your information is safe. Outlined below is how & why we collect, use, & share your personal information, & your rights in relation to that data. We know that there's lots of information here, but we want you to be fully informed - we hope the following sections will answer any questions you have but if not, please do get in touch with us.

## A Bit about Us

UNITEMPS/Salford is the “Data Controller” of your personal data & is subject to the General Data Protection Regulation 2016 (“GDPR”). We are registered with the Information Commissioner’s Office (“ICO”) registration number **ZA092210**

## Why do we collect your Information?

Under the GDPR we have to have justification (“legal basis”) for obtaining your information. We rely on legitimate interest to collect your information. We judge whether there is a mutual commercial interest between us, if collecting your data is necessary to achieve it, and balance our communications against your rights and freedoms.

We use the details you provide to respond to your enquiries, to offer you our products and services, and to meet our contractual duties as laid out in any agreement we may have with. We collect some analytics on our website. We use these to help us improve our online products and your browsing experience.

## When Do We Collect Data?

We only collect and use your personal data when you specifically agree that we should do so. Some of the information you will provide and some we collect automatically. However, the data that we collect automatically is not personal data. For example, just by browsing our site or downloading information, our system will automatically gather and store certain information about your visit. This information does not identify you personally and we do not link it to any personal data. It is used to help us improve our website.

We collect personal data about you at various stages in your relationship with us. This may be:

- When we confirm the contract with you and you provide us information regarding your preferences, and

- When you communicate with us, via phone, email, social media or via the website, for example to make enquiries or raise concerns

### What Sort of Data Do We Collect?

Under the GDPR we are only permitted to collect the minimum amount of information needed to carry out a specific purpose. We may collect the following type of personal data about you, including:

- Your name
- contact information (address, email, phone number)

### How Do We Use Your Information?

We will process your personal information for a range of purposes associated with your contract. The primary purposes are:

- To market our products and services to you
- To deliver our commitments to you, and
- Financial administration

### How Long Do We Keep Your Data For?

Data is retained for as long as it is required to perform its purpose, or for as long as is required by law (see the table below). At the end of that retention period, your data will either be deleted completely or anonymised.

Type of Information	Retention Period
Personal contact details	Current contract + 6 months
Financial information	Current contract + 6 years

### Who Do We Share Your Information With?

Sometimes we share your personal data with trusted third parties, in order to meet our contractual needs or to improve our services, for example with Warwick University Enterprises Limited who are the franchise owners of UNITEMPS.

Here is the policy we apply to such organisations to keep your data safe & protect your privacy:

- We provide only the information they need to perform their specific services
- They may only use your data for the exact purposes specified in the contracts between us
- We work closely with them to ensure that your privacy is respected & protected at all times

- If we stop using their services, we will require that any of your data held by them will either be deleted or rendered anonymous

### **Your Choices Regarding Your Data**

If you choose to opt in to our communications, it is always your choice as to whether you want to continue receiving information from us. If you do not want us to use your personal information in this way or to contact you, please let us know. You can click the unsubscribe link in our emails.

### **Updating Your Contact Details**

The accuracy of your personal information is important to us. You can let us know about any changes in your contact information at any time by emailing [enquiry@onecpd.co.uk](mailto:enquiry@onecpd.co.uk).

### **How can you find out what Information we hold on you?**

You have a right of access to your own personal data held by us. A request for all such information is called a Subject Access Request.

You are entitled to:

- A description of the data
- A copy of the data on request in CSV or Excel format

All the above must be returned to the requesting individual within one month & at no cost. If you have any questions about this policy please contact Paul Bolton, the Data Protection Officer on +44 161 295 3000. Or email him on [enquiry@onecpd.co.uk](mailto:enquiry@onecpd.co.uk).

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