

Privacy policy

This privacy policy explains how Supplytrain CIC uses the personal information we collect about you when you enrol with our services as a jobseeker or engage with our other services to help people into work.

What information do we collect about you?

We collect personal data about you in order to provide you with recruitment and other services.

The personal data that we collect includes, but is not limited to, your name, date of birth, national insurance number, address, email address and telephone number, and the usual information contained on a CV. If you are a work seeker we will also ask for and keep a copy of your CV and cover letter, and proof of your eligibility to work in the UK.

Legal grounds for processing your personal data

Under Data Protection legislation, we must have lawful bases for processing personal information. We rely on the following legal grounds to process your data:

- 1) Our legitimate interests – including, but not limited to:
 - a. Running our business, keeping our records updated and operating our website
 - b. Providing users with access to our services and with relevant information about our services
 - c. Understanding the interests of visitors to our site, to grow our business and to inform our marketing strategy
- 2) Legal obligation – in order to comply with a legal or regulatory obligation, such as conducting Right to Work checks
- 3) Contract – in order to deliver a contractual service, or to enter into a contract
- 4) Consent – on certain occasions we will ask for your consent to process your personal data. You have the right to withdraw your consent at any time.

What do we do with your personal data?

Recruitment services

We will use your personal data to provide you with recruitment services, to manage your account and to provide you with information. We will also keep in touch in order to help you obtain a suitable role, for instance by SMS message alerts, emails and phone calls.

When you register with us for recruitment services we understand that you are actively soliciting contact from prospective employers about opportunities which match your fields of interest. We may make your personal data available to

prospective employers who will use it to process your application and for additional screening checks.

We may collect further personal data in order to support you in your role with mentoring. The personal data that we collect will be in the form of video recordings of the online mentoring sessions that you attend with your designated mentor. Your mentor may also make notes about your conversations on our CRM platform.

Other services

We may use your data to provide you with information about our services which we feel could be of interest to you.

How do we store your personal data?

Your information is securely stored in our CRM platform, for as long as is necessary to fulfil the purpose it was collected for. We will retain your personal data for the duration of our business relationship with you which will vary from individual to individual. When no longer required, your personal data will be destroyed by deletion from our CRM platform.

Access to your data

We want to make sure that your information is accurate and up-to-date and will delete or amend any information that you think is inaccurate. Should you wish to access, amend or delete your account please contact us.

We aim to provide you with useful work-related services for the whole of your career. However, you have the right to close your account at any time and request the deletion all of your personal information unless we are in the process of responding to any complaint that you make.

Marketing

We will only send you information which relates to the services that we provide to you unless you opt in to receiving marketing material about other products and services. You can opt out of receiving marketing communications from us at any time.

Data Sharing and Transfers

Save where it is necessary to do so in order to provide you with recruitment services or to put you in touch with an employer, we do not share your personal data with third parties.

If we share your personal data with any third party service provider in the course of providing you with our services, those third parties are required to process your data in accordance with contracts which comply with data protection legislation.

Cookies

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of our website, to compile statistical reports on Website activity and to help us make recommendations that are relevant to you.

We also use third party advertising companies to serve ads when you visit our website. Those companies may use information about your visits to ours and other websites in order to provide you with advertisements about other goods and services that may be of interest to you.

If you would like more information about this practice, including how to prevent it, please visit www.aboutcookies.org, or optout.networkadvertising.org.

Changes to our Privacy Policy

We keep our privacy policy under regular review. This policy was last updated in June 2023.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by email: hello@supplytrain.co.uk, or phone: 020 3855 6029.

How can you obtain information held about you?

You have the right to request a copy of the information that we hold about you. If you would like a copy of the personal information that we hold please email us at hello@supplytrain.co.uk.

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