

## **PRIVACY POLICY**

### **Our Commitment to Privacy**

Excellent Business Service ("EBS") values your privacy and is dedicated to safeguarding your personal data. We adhere to the General Data Protection Regulations effective from May 25, 2018.

### **Purpose of This Privacy Notice**

This notice explains how we handle your personal data collected through our website or offline interactions. It also outlines your privacy rights and legal protections.

Our website and business operations are not intended for children, and we do not knowingly collect data from children.

Please read this privacy notice along with any other specific privacy or fair processing notices we provide during data collection or processing, to understand fully how and why we use your data. This privacy notice supplements other notices; and it does not override them.

### **Controller**

Excellent Business Services controls and is responsible for your personal data (referred to as "Company," "we," "us," or "our" in this privacy notice).

### **Contact Details**

Legal Entity: Excellent Budget Transport Limited trading as Excellent Business Services

Email: [ebtops@yahoo.com](mailto:ebtops@yahoo.com)

Address: 7 Blackwell Court, Slough SL3 7FY

Phone: 01753 425467

Mobile: 07776 176125

You have right to complaint about data protection related issues. We request that you contact us of your complaint in the first instance as we usually are able to resolve this quickly in line with our complaint's procedure.

### **Changes to This Privacy Notice and Your Duty to Inform Us of Changes**

This notice was last updated on the date in the header. Historical versions are available upon request.

Ensure your personal data with us is accurate and up to date. Inform us of any changes during your relationship with us.

### **Third-Party Links**

Our website may contain links to third-party websites, plugins, and applications. Clicking these may allow third parties to collect or share your data. We do not control these sites and are not responsible for their privacy practices. When you leave our site, we recommend you reading the privacy notice of any website you visit.

### **1. The Data We Collect About You**

Personal data about an individual means any information that can identify a person. We may collect, use, store, and transfer different types of personal data, such as:

#### **Client Services:**

- a) Identity Data includes first name, maiden name, last name, title, possibly date of birth and gender.
- b) Contact Data includes billing address, work address, email address and telephone numbers.
- c) Financial Data includes invoice details and any other relevant finance information based on the nature of the services we are providing to you.
- d) Transaction Data includes details about payments to and from you and other details of services you have purchased from us.

#### **Candidate Onboarding:**

- a) Identity and Contact Data, required to be provided both as part of the online registration to begin your application process and in your fuller application process
- b) Right to Work Information to demonstrate your ability to legally work in the UK.
- c) Professional Conduct
- d) Work Experience Data your competences, skills, experience and education, e.g. your CV or resume, previous employments, educational details and qualifications, third party references as well as more specific areas of experience in specific areas.
- e) Next of Kin Details in case of emergency
- f) Reference Details
- g) Finance Information including your bank details to allow us to process any payments to you.
- h) Company Information if you are operating through a limited company.

#### **General Data Collection:**

Marketing and Communications Data (preferences for marketing communications).

We also collect Aggregated Data for statistical purposes, which does not directly identify you. We do not collect Special Categories of Personal Data (sensitive information) without your consent.

To carry out a criminal background check on behalf of our clients, we require DBS certificate from you. This will be discussed with you first. A copy of your up-to-date DBS certificate and supporting information will be retained on our database. DBS certificate and supporting information will only be available to our dedicated screening teams.

#### **Unable to Provide Personal Data**

In instances where we are legally required to gather personal data, or it's stipulated by a contract we hold with you, and you don't provide the requested data, we may be unable to fulfil the contract or agreement we're establishing (such as supplying goods or services). If this occurs, we may need to terminate a product or service you have with us, but we'll inform you promptly should this situation arise.

### **2. How Is Your Personal Data Collected?**

We use various methods to gather information from and about you, including:

- 1) **Direct Interactions:** You may provide us with your Identity, Contact, Marketing Data, Financial Data, or Work Experience Data through various means such as filling in forms, either on paper or via our website, or through correspondence via post, phone, email, or other channels. This includes personal data you submit when:
  - a) Engaging us as a recruitment agency to assist with recruitment needs.
  - b) Requesting us as a candidate, in finding recruitment opportunities for you.
  - c) Opting to receive marketing materials.
  - d) Providing feedback.
- 2) **Automated Technologies or Interactions:** When you interact with our website, we may automatically gather technical data about your devices, browsing activities, and usage patterns. This personal data is collected through the use of cookies and similar technologies.
- 3) **Third Parties or Publicly Available Sources:** We may receive personal data about you from various third-party sources, including:
  - a) Client Information: In connection to candidate individual information, clients may give us with certain individual information in association with recruitment application.
  - b) Referee Information: Referees may be provided by third parties, either as part of your recruitment submission or through third-party referrals.
  - c) Third-Party Market Research Data: We may utilize third-party agencies to help in our search processes.
  - d) Search engines, social media platforms, and online networking sites.
  - e) Identity and Contact Data from publicly available sources such as Companies House and credit agencies.
  - f) Third-party sites to verify your criminal record status as required by our clients.

### **3. How We Use Your Personal Data?**

We use your data legally in the following ways:

- 1) To *perform contracts* with you.
- 2) For our *legitimate interests* (or those of third parties), provided these do not override your rights.
- 3) To comply with *legal obligations*.
- 4) *Legitimate Interest* is the manner we conduct our business to give you the best product and service in the most secure experience. It also includes data processing with respect to:
  - a) our screening processes
  - b) data sharing along with certain historical data to assist our clients and candidates (recruitment or temporary) in professional recruitment business and or employment agency. You can contact us anytime to permanently remove your information from our database.
  - c) an effective employment agency operation. This may result in us contacting you at a later stage to enquire whether a particular or assignment may be of interest to you. If you wish to be permanently removed from our database, please let us know.

You can get more details on how we evaluate our legitimate interests against any possible effects on you for specific activities by reaching out to us.

- 1) *Performance of Contract:* to process your data when it's required for the performance of a contract you're involved in or to take steps at your request before entering into such a contract.
- 2) *Comply with a legal or regulatory obligation:* to process your personal data when it's necessary to adhere to a legal or regulatory requirement that applies to us.

Typically, we do not use consent as the legal basis for processing your personal data, except for sending direct marketing communications via email. You have the right to withdraw your consent for marketing at any time by contacting us.

### **Marketing and Cookies**

We seek your consent for marketing programmes. You are allowed to unsubscribe from marketing communications at any time by contacting us. You can manage cookie settings through your computer website browser. Some website functions may be affected and not work at all if cookies are disabled.

### **Change of Purpose**

We use your data only for the original purpose unless we deem another purpose compatible. We will notify you about use of personal data for unrelated purpose and the legal basis which allow us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### **4. Disclosures of Your Personal Data**

We may share your data with parties set out below; for the purposes outlined above paragraph:

- a) Internal Third Parties
- b) External Third Parties
- c) Recruitment – candidate personal information will only be shared with those who operate within the relevant recruitment business
- d) Finance and Payroll – any personal data will be available to those that are involved in particular administration activities such as billing and payroll.
- e) Recruitment - Clients or prospective employers, if we are submitting your personal data as part of a recruitment process or agency assignment. We will always seek your consent prior to submitting your personal data
- f) Screening – in some recruitment cases we may need to carry out certain screening, such as criminal background checks, as part of our recruitment requirements and as such may need to engage with specialist agencies. We will always discuss such a requirement with you first.
- g) In all situations, we will ensure that suitable limits or controls are in place on the data being transferred, making sure it is appropriate for the nature of our appointment.
- h) Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.
- i) We require all third parties to uphold the security of your personal data and to handle it in compliance with the law. We do not permit our third-party service providers to use your personal data for their own purposes; they are only allowed to process your data for specific purposes and according to our instructions.

### **5. International Transfers**

We generally do not transfer your data outside the EEA.

### **6. Data Security**

We implement security measures to prevent unauthorized access, use, or disclosure of your data. Access is limited to those with a business need.

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

### **7. Data Retention**

We retain your data only as long as necessary for its intended purpose, considering legal, accounting, and reporting requirements. Details of retention periods are available upon request.

### **8. Your Legal Rights**

You have rights regarding your personal data including access, correction, deletion, restriction, objection, data portability, and withdrawal of consent. Contact us to exercise these rights.

No fee is required for these requests unless they are unfounded, repetitive, or excessive. We may request additional information to confirm your identity and expedite your request.

We aim to respond within one month.

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