

PRIVACY NOTICE

Introduction

Greystoke ("the Company") provides staffing, workforce management, and related services to its clients and workers. To deliver these services, the Company must process personal data (including sensitive personal data), acting as a data controller. This privacy policy explains how and why we collect and use personal information.

You may provide your personal details directly, such as via an application form, through our website, or we may collect them from another source such as a partner agency or job board. The Company must have a lawful basis to process your personal data. For the purposes of providing workforce management services, facilities management, and/or relevant job information, we will only use your data in accordance with this privacy statement. We comply with all applicable data protection laws.

1. Collection and Use of Personal Data

1.1 Purpose of Processing and Legal Basis

The Company will collect and process your personal data (which may include sensitive personal data) to provide staffing and workforce management services. This includes contacting you about employment opportunities, assessing your suitability, updating our records, presenting you to clients, arranging payments, and improving our services.

If you have opted in, we may also send you marketing information or news via email or text. You may opt out at any time by clicking "unsubscribe" in these communications.

In some cases, we may need to use your data for purposes such as investigating or reporting crimes or complying with legal requirements. Your information may also be used in internal audits to ensure our compliance with industry standards.

The legal bases for processing your personal data include:

- Your consent
- Our legitimate interest
- Compliance with legal obligations
- Fulfillment of contractual obligations

1.2 Legitimate Interest

The Company processes your data where we have a legitimate interest, provided this does not override your rights. These interests include:

- Managing our database and keeping records up to date
- Providing staffing and workforce management services to clients
- Contacting you to seek consent where necessary
- Informing you about relevant services or products

1.3 Statutory/Contractual Requirements

In some cases, we must collect personal data to comply with legal requirements (such as employment or immigration laws). Additionally, our clients may require specific personal data, or we may need the data to enter into a contract with you. If you do not provide the necessary information, we may not be able to continue providing services to you.

1.4 Recipients of Data

We may share your personal data with the following recipients:

- Clients (for staffing purposes)
- Former employers (for reference checks)
- Payroll providers or other payment intermediaries

- Other agencies in the supply chain
- External credit or DBS check agencies as required

2. Data Collected from Other Sources

If we collect data about you from sources other than yourself, such as job boards or public profiles (e.g., LinkedIn), we will use this data in accordance with this privacy statement.

3. International Data Transfers

Your data may be transferred outside the European Economic Area (EEA) to provide services. We will ensure that any such transfers comply with applicable data protection laws and that adequate protections are in place.

4. Data Retention

We retain your data for as long as necessary to provide our services or to comply with legal requirements. For example, we keep work records in line with employment regulations and payroll information as required by HMRC, typically for 3 to 6 years.

Where we process your data based on your consent, we will ask for further consent upon expiry of the retention period. If consent is not renewed, we will stop processing your data.

5. Your Rights

You have the following rights regarding your personal data:

- The right to be informed about how your data is processed
- The right to access your data
- The right to correct inaccurate data
- The right to request erasure (under certain circumstances)
- The right to restrict data processing
- The right to data portability (under certain circumstances)
- The right to object to data processing based on legitimate interest
- The right to withdraw consent at any time

If you wish to exercise these rights, contact Tina Andrews at tina@greystoke.co. Withdrawing consent will not affect any processing carried out before withdrawal, or any processing based on another legal basis.

6. Cookies and Log Files

We use cookies to enhance the user experience on our website. You can adjust your browser settings to refuse cookies. We also log IP addresses to monitor website usage and for demographic analysis, but these are not linked to personal information.

7. External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites. We encourage you to review the privacy statements of any site you visit.

8. Sale of Business

In the event that the Company is sold or integrated with another business, your data may be transferred to the new owners or their advisors, in line with this privacy policy.

9. Data Security

We take appropriate measures to protect your data. Access is limited to authorized personnel, and we use secure methods to handle your information. However, the transmission of data over the Internet is not completely secure, and we cannot guarantee the security of data transmitted via email or the Internet.

10. Changes to This Privacy Statement

We may update this privacy statement periodically. Any changes will be posted with revision dates, and material changes will be communicated to you.

11. Complaints or Queries

If you have any concerns about this privacy policy or how we handle your data, contact Tina Andrews at tina@greystoke.co. You can also raise complaints with the Information Commissioner's Office at <https://ico.org.uk/concerns/> or 0303 123 1113.