

Privacy Policy

Syme Solutions Ltd is a recruitment company who specialise in the recruitment of both temporary and permanent personnel. We take data protection very seriously and understand the importance of protecting your privacy and personal information. This privacy policy sets out how Syme Solutions Ltd uses, protects and processes information that we collect from you or you provide to us. We will ensure that the information you submit to us via our website, by email or through our office is used only for the purposes set out in this policy.

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a new regulation which replaces the Data Protection Regulation (Directive 95/46/EC) The Regulation aims to harmonise data protection legislation across EU member states, enhancing privacy rights for individuals and providing a strict framework within which commercial organisations can legally operate.

What we collect from you

We collect and use your personal information in accordance with this, our Privacy Policy. The majority of the personal information you provide to us freely when you give us your CV or completed registration form. Please do not submit such personal information to us if you do not wish us to collect it.

Personal information may include the following:

Your name and job title

Contact information including address, email and telephone number

- Gender, marital status, date of birth and nationality
- Sensitive information including racial or ethnic origin, disability or criminal record
- Your competences, skills, experience, education and qualifications, employment history, professional qualifications and licences
- Information available in the public domain, for example LinkedIn
- Preferences including location and roles

Legal basis to process your personal information

- **Legitimate Business Interests**

Syme Solutions Ltd processes your data when it is in our legitimate interests to do this and when these interests are not overridden by your data protection rights. Our legitimate interests include:

- Providing and supplying services to our clients and candidates.
- Ensuring the security and integrity of our services and that our website operates effectively.
- Protecting candidates, clients, employees and other individuals and maintaining their safety, health and welfare.
- Sending communications on potential positions which are relevant and tailored to individual candidates.
- Handling candidate and client contacts, queries, complaints or disputes.

- **Consent**

Syme Solutions Ltd processes your data with your consent. For example, we rely on consent when you register with Syme Solutions Ltd or when you send us your CV. You have the right to withdraw consent at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

- **Contract**

Syme Solutions Ltd may process your data when we need to do this to fulfil a contract with you, including sending your CV with your permission to a client for a specific job application.

Legal Obligation

Syme Solutions Ltd may process your data to comply with our legal and regulatory obligations.

Sharing personal information

Syme Solutions Ltd may make personal information available to:

- **Clients**

In the course of our business to help you search for a suitable position, Syme Solutions Ltd may make personal information available to potential employers.

- **Service providers**

This includes external third-party service providers including IT systems, support and hosting service providers and data storage and cloud providers that assist us in carrying out business activities.

- **Governmental authorities**

Syme Solutions Ltd may share personal information with governmental or other public authorities as necessary or appropriate to comply with applicable law.

Use of personal information

Syme Solution Ltd may use your personal information as follows:

- To provide our recruitment services to you.
- To maintain our business relationship, where you are a user of our website, a client or candidate.
- To enable you to submit your CV for general applications, to apply for specific jobs or to receive information about potential positions.
- To match your details with job vacancies, to assist us in finding a position that is suitable for you and to submit your CV (with your permission) to clients in order to apply for jobs.
- To answer your enquiries
- To fulfil contractual obligations with our clients.
- To third parties who perform functions on our behalf and who also provide services to us for example information systems companies. These third parties comply with similar undertakings of privacy and confidentiality as Syme Solutions Ltd.
- We may also release personal information to regulatory or law enforcement agencies, if they require us to do so. We will also disclose your information where we are permitted and requested to do so by law.
- We may also seek your consent to collect, hold, use and disclose your personal information for any other purpose not listed above.

Your rights

The Data Protection Act 1998 and the General Data Protection Regulations give you the right to access information held about you:

- The right to be informed as to how your personal data will be stored and used.
- The right to access your personal data.
- The right to rectification. You have the right to have personal data modified or updated if it is inaccurate or incomplete.
- The right to erase. You may request that all your data is deleted together with that held by third party suppliers.
- The right to restriction of processing your personal data. You can suspend the processing of personal data for example to establish the accuracy or reason for processing.
- The right to data portability, which allows you to obtain and reuse your personal data for your own purposes. It allows you to move, copy or transfer your personal data in a structured and commonly used format from one environment to another in a safe and secure way.
- The right to object to processing of your data based on legitimate interests or processing for direct marketing purposes.
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- If you have any questions about this policy or our use of your personal information you can contact Syme Solutions Ltd at datacontroller@symesolutions.co.uk or write to us at Syme Solutions Ltd, Lindum Business Park, Station Road, North Hykeham, Lincoln LN6 3QX. For any of the above including changing your mind regarding us using or storing your personal information or if you believe that any of the information we hold regarding you is incorrect or incomplete please write or email us and we will promptly delete or correct any information found to be incorrect.

If you do not think we are handling your personal information adequately, you have the right to lodge a complaint with the Information Commissioner's Office.

Retention of Data

Syme Solutions Ltd will keep your data for 5 years from the date of permanent placement or until you request that all your data is deleted, whichever is soonest.

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Changes to Privacy Policy

We review this Privacy Policy regularly and reserve the right to make changes at any time to take account of changes in our business and legal requirements. You should check this page from time to time to ensure you are happy with any changes. This policy was last updated 18th May 2018.