

## **Privacy Notice – People Plus Ltd ("We") are committed to protecting and respecting your privacy.**

This Privacy Notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By visiting [www.people-plus.co.uk](http://www.people-plus.co.uk) you are accepting and consenting to the practices described in this Notice.

In this Privacy Notice "Data Protection Legislation" shall mean the Data Protection Act 1998 up to but excluding 25th May 2018 and thereafter the General Data Protection Regulation (EU 2016/679) ("GDPR") any national implementing laws, regulations and secondary legislation as amended from time to time unless and until the GDPR is no longer directly applicable in the UK when it shall mean any successor legislation to the GDPR or Data Protection Act 1998.

For the purpose of the Data Protection Legislation, the data controller is People Plus Ltd.

### **Information we collect from you**

We will collect and process the following data about you as described in the following sections.

#### Information you give us

This is information about you that you provide to us when you engage us for our services, by filling in contact forms on our site [www.people-plus.co.uk](http://www.people-plus.co.uk) or by corresponding with us by phone, email or otherwise. It includes information you provide when you contact us using our general enquiry form, subscribe to one or more of our marketing communications including publications and e-communications, and reporting a problem with our site. The information you provide to us may include your full name, private and/or business address, email address and phone number, as well as financial and credit card information, personal description and photographs.

#### Information we collect about you

We collect the information referred to above when you provide it to us and use it in the provision and administration of our services.

In regard to each of your visits to our website we may collect the following information:

- Technical information, including your Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our general enquiry number.

**Cookies** - Our website may from time to time use cookies to distinguish you from other users of our website.

### **Uses made of the information**

We use information held about you in the following ways.

#### Information you give to us

We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us for example making a booking for us to carry out a company audit or to provide learning and development programmes;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to notify you about changes to our service;

- to communicate with you according to your preference settings including regular e-communications and printed mailouts.

### Information we collect about you

We will use this information:

- to deliver our services, manage and administer these services, for internal operations, including invoicing, troubleshooting, and in analysis of our business.
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

### **Information we receive from other sources**

We will combine this information with information you give to us and the information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

People Plus Ltd are committed to protecting and respecting your privacy and will not, under any circumstances, share your personal data with any third-party organisation, company or individual not associated with People Plus in the services we offer.

### **Disclosure of your information**

You agree that we have the right to share your personal information with:

Selected third parties including:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with you;
- analytics and search engine providers that assist us in the improvement and optimisation of our site;

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If People Plus Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Where we store your personal data**

All information you provide to us is stored on a secure cloud. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **General Data Protection Regulation (GDPR)**

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area. It also addresses the export of personal

data outside the EU and EEA. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.

Your data is controlled and processed in accordance with the General Data Protection Regulation (GDPR). Any personal data is processed manually and electronically for the purposes of fulfilling our contractual obligations to you, or providing quotations to you before entering into a contract to provide products and services, namely:

- The provision of professional advice and support.
- Recommending process changes, products, affiliates and services based on your requirements.
- Managing and administering your account.

We will not pass your personal data to any other parties, without your consent, other than where mentioned within this Notice, or where required to by law. We will pass on limited details to the following for the purpose of providing services only;

- Producing and delivering our electronic newsletter.
- E-communications processing where you have consented to receive e-communications.
- Opportunities to provide PR to you through our network.
- Signposting enquirers to your services if relevant.
- Financial management including credit reference agencies.

Any recommended introductions or partnerships we feel would be beneficial to you will only be agreed by you before any details are passed on, either by contacting you or referring to your preferences chosen within the terms of business.

We use appropriate industry standard software applications to manage schedules and communicate electronically. Any personal information, including your consent status is held on a secure cloud. Electronic communications are generally made through Microsoft Outlook.

In accordance with The General Data Protection Regulation (GDPR) (EU) 2016/679 we will only store personal records for 12 months when a contractual arrangement has not be entered into. These include organisations and/or individuals who have contacted us either through email, telephone, at events or through our website.

For clients or businesses we work with, as long as they remain active with us we will continue to hold personal data that is relevant to the services we provide to them as an organisation or individual, until such a time that we are notified in writing (written letter or email) that an organisation or individual no longer wishes to continue with the contract of services. Once the client, individual or business is inactive, we will then retain the data required under GDPR to fulfil our regulatory or legal obligations, for example HMRC obligations.

## Your rights and access to information

You have the right to ask us not to process your personal data for marketing purposes.

You can request access to, deletion of, or correction of your personal data, or can request it is transferred to another person by contacting us via email at [julia@people-plus.co.uk](mailto:julia@people-plus.co.uk).

## Changes to our Privacy Notice

Any changes we make to our Privacy Notice in the future will be posted on this page. Please check back frequently to see any updates or changes to our Privacy Notice.

## Contact

Questions, comments and requests regarding this Privacy Notice can be sent to [julia@people-plus.co.uk](mailto:julia@people-plus.co.uk). If you are not happy with the way in which we have handled your data please direct your complaint in writing to [amee@people-plus.co.uk](mailto:amee@people-plus.co.uk). Alternatively, or in the event your complaint is not resolved, you have the right to complain to the Information Commissioners Office.

The information on this page was last updated on 28 March 2024.