

# PRIVACY NOTICE

v2.0 22/5/24



*Hireforce Ltd is committed to protecting and respecting your privacy.*

## What information on you does Hireforce collect and process?

Hireforce processes information received from a wide range of sources including:

- Information that you provide to us by completing forms (including website forms). For example:
  - Customers: account opening forms
  - Suppliers: supplier information forms
  - Employees and candidates: job application and induction forms
- Information that you provide to us through calls, letters, emails and discussions. For example:
  - Customers and potential customers: quote requests, purchase orders and general enquiries
  - Suppliers: marketing approaches, quotes and invoices
  - Employees and candidates: CVs, interviews and meetings
  - Others: general enquiries
- Information from any trading relationship with you. For example:
  - Sales and pricing information
  - Sites and contacts
  - Payment details
- Information about you from 3<sup>rd</sup> parties. For example:
  - Reference responses
  - Marketing data
  - Data sent to us by government, legal and regulatory bodies (for example, employee tax codes and earnings attachments)
  - Medical reports
  - Contact details received from our customers and suppliers in respect of their employees, customers and suppliers
- Information from your visits to our websites. For example:
  - Storage of language, consent and other preferences
  - Google analytics cookies
- Information from depot CCTV and vehicle dashcams

## What is this information used for?

Hireforce uses the information collected for a range of purposes. These include:

- Information on potential customers: marketing and assessing the potential for developing a customer relationship
- Information on customers: maintaining and developing our trading relationship, credit assessment, fraud prevention, health & safety, accounting, tax, legal and regulatory requirements
- Information on potential suppliers: assessing the potential for developing a customer relationship
- Information on suppliers: maintaining and developing our trading relationship, payment processing, quality control, fraud prevention, health & safety, accounting, tax, legal and regulatory requirements
- Information on potential employees: recruitment
- Information on employees: employment decisions, payroll, fraud prevention, health & safety, tax and compliance with law and regulation
- Information on competitors: M&A decisions and benchmarking

Information gathered for one purpose will not be used for an unrelated purpose. For example, information gathered on potential employees will not be used for marketing purposes.

## Who will we pass your marketing data to?

Hireforce does not pass marketing data to 3<sup>rd</sup> parties. Hireforce's websites do include 3<sup>rd</sup> party cookies (such as Google Analytics and Shopify) which may collect certain data which those 3<sup>rd</sup> parties then have access to: please see the section on cookies below.

## Who will we pass other data to?

Data held by Hireforce may be shared with a number of 3<sup>rd</sup> parties in connection with the business purposes for which it is held. These include:

- Insurers and insurance brokers in connection with claims and potential claims
- Financial institutions in connection with payments and financing
- Government and regulatory organisations in accordance with law and regulation
- Credit reference agencies in connection with credit extended
- Analytics, web hosting and search engine providers in connection with data collected via cookies
- Outsourced service providers in connection with IT hosting and support, health & safety, legal other services
- Business partners including suppliers in connection with trading
- Professional advisors such as lawyers, accountants and consultants
- Parties involved in any M&A process under appropriate confidentiality agreements
- Parties who submit subject access requests where we are allowed to share information by law

## How is your data stored?

Data stored in printed form is maintained securely where Hireforce assesses the data as potentially sensitive. For example:

- Invoices received are generally viewed as having a low sensitivity and will be kept with our day to day filing
- Employment records are generally viewed as having high sensitivity and are therefore kept in our secure filing

Data stored and processed in an electronic form is held on our servers.

- All data is currently held on UK servers but backups may be transmitted and stored elsewhere in encrypted form. Should data be transferred outside the UK, Hireforce will take all reasonable steps to ensure that your data is treated securely.
- All data stored on our servers is encrypted (whole drive encryption).
- All access to our servers is password protected.
- Sensitive data is further secured by being held and processed in software / storage with restricted access.

## Personal Data

Some of the data that we hold and process relates to individuals and is therefore personal data.

Under applicable law and regulation, we are permitted to hold and process personal data about you where:

1. we have a legal obligation to do so;
2. we have legitimate interest in doing so;
3. the data is held as a result of a contract with you; and / or
4. we have your consent to do so.

Where Hireforce has personal data it will be held securely in accordance with the provisions set out in this Privacy Notice and will only be used for the purpose for which it was obtained.

We apply retention periods related to the type of personal data, the purpose for which it is used and the grounds on which it is held. Certain data will accordingly be held for shorter periods (for example, unsolicited CVs) whilst some data will be held for longer periods (for example tax records and certain health & safety data).

Where you have given consent for us to hold personal data, you may withdraw your consent at any time by making a written request to Hireforce. Please note that if your consent is withdrawn, Hireforce may continue to hold and process personal data where the company is permitted to do so under applicable law and regulation. For example where Hireforce has a legal obligation to do so, has legitimate interests in doing so or where the data is held in connection with a contract between you and Hireforce. You also have certain rights to access, to object to the processing of, to rectify, to erase, to restrict and port your personal data. Please contact us either by post to Compliance at our head office or by email to [compliance@hireforce.com](mailto:compliance@hireforce.com) in any of these circumstances

### **Changes to our Privacy Notice**

We may amend this privacy notice from time to time and any changes will be posted on our website. You are encouraged to check this privacy notice regularly for any updates.

### **Further Information**

Should you require further information on how we deal with privacy and personal data, please contact our Data Manager either by post to Compliance at our registered address (Unit C Lyon Close, Wigston, Leicester LE18 2BJ) or by email to [compliance@hireforce.com](mailto:compliance@hireforce.com)

# Cookies

## What Are Cookies?

Cookies are computer code that are placed on your device when you access our websites. Please be aware of the following points in respect of the cookies that we use:

- They are not intended to be harmful and do not store personal information such as card numbers and passwords.
- Their usual use is for purposes such as identifying whether you have been on the website before, what items you looked at and any configuration information.
- They usually expire after a set period although they can also be deleted if you clear them using your browser settings.
- Two types of cookies are used – first party cookies placed by Hireforce Ltd and 3<sup>rd</sup> party cookies placed by others such as our website and advertising partners, Google and Shopify.

## Which Cookies are we using?

Information on the cookies present on websites can be obtained from a number of free sources such as <https://www.cookieeyes.com/><sup>1</sup>.

The cookies present on Hireforce's websites include:

Cookie	Domain	Description	Duration	Type
keep_alive	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	The keep_alive cookie is used to maintain a user's session active on a website, preventing automatic logout during periods of inactivity.	1 hour	Necessary
secure_customer_sig	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	Shopify sets this cookie to be used in connection with customer login.	1 year	Necessary
localization	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	The localization cookie stores user preferences for language and region to provide a personalized browsing experience.	1 year	Necessary
_cmp_a	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	The _cmp_a cookie is typically used for consent management, helping websites	1 day	Necessary

<sup>1</sup> this site is not related to Hireforce Ltd and is not recommended by us but is simply mentioned as an example

Cookie	Domain	Description	Duration	Type
		comply with legal requirements by storing user consent preferences.		
_tracking_consent	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	Shopify sets this cookie to store a user's preferences if a merchant has set up privacy rules in the visitor's region.	1 year	Necessary
_gcl_aud	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	Google Tag Manager sets the cookie to experiment advertisement efficiency of websites using their services.	3 months	Analytics
_ga_*	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	Google Analytics sets this cookie to store and count page views.	1 year 1 month 4 days	Analytics
_ga	<a href="http://www.hireforcewelfare.com">www.hireforcewelfare.com</a>	Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.	1 year 1 month 4 days	Analytics
ssr-caching	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	The ssr-caching cookie is set by WIX and indicates how a site was rendered.	less than a minute	Necessary
hs	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	Wix platform sets this cookie for security purposes.	session	Necessary
svSession	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	Wix platform sets this cookie to identify unique visitors and track a visitor's session on a site.	1 year 1 month 4 days	Necessary

Cookie	Domain	Description	Duration	Type
XSRF-TOKEN	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	This cookie enhances visitor browsing security by preventing cross-site request forgery.	session	Necessary
bSession	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	Wix set this cookie in context with load balancing to improve user experience.	1 hour	Necessary
debug	<a href="http://www.hireforceuk.com">www.hireforceuk.com</a> <a href="http://www.hireforce-one.com">www.hireforce-one.com</a>	No description available.	never	Other