

## **Our Privacy Policy**

The following policy outlines how Boss Professional Services Ltd collects, protects and acts as the Data Controller and Data Processor of the personal information it collects as part of its business operations. When we talk about Boss Professional Services Ltd within this policy we are referring to Boss Professional Services Ltd and its subsidiaries and associated businesses. At Boss Professional Services Ltd we respect the privacy of visitors to our websites ([www.bossprofessional.com](http://www.bossprofessional.com)).

## **Your Personal Information and Boss Professional Services Ltd**

### **Why we collect and keep your personal information?**

Boss Professional Services Ltd acts as a staffing and recruitment agency providing recruitment and selection services, personnel management and for employment purposes in respect of opportunities that support both your career options and the growth of personnel within your business throughout your career within the sectors that Boss Professional Services Ltd operates.

The sectors we currently operate in are Medical, Energy, Utilities and ERP. We collect and process your personal information for legitimate business purposes which include some or all the following:

- To enable us to enhance, modify, personalise or otherwise improve our services so that we can provide you with the best experience and most relevant staffing and consulting services as you continue and progress your career.
- To identify and prevent fraud by false representation which protects both you as an individual and our business clients.
- To determine your interests and suitability for direct marketing of our services along with that of third parties we represent.

We understand that your career and interest in the industries we operate in can span many years and your needs change over time. The length of time between your career changes, the types of opportunities that are relevant to you or the staffing & consulting needs within your business can evolve in both the short and long term. Keeping accurate up to date information as well as historic transactions with our business are essential in providing our services to you and improving these over time.

For these reasons we maintain basic information and records of your data for the maximum amount of time that our services may be of benefit to you at any point in your current or future career.

However, as a responsible data controller we look to ensure we keep the most relevant and up to date details about you. Therefore, if we do not have any reasonable and responsive contact with you for a period of seven years then we will delete your details.



## **What data do we keep?**

When it comes to your Personal Information, the data we hold can include some or all the of the following:

- First and last names
- Contact details:
  - Email Address – personal and work
  - Telephone numbers – personal and work
  - Home and work addresses
  - Social media accounts

We also store information that relates to your career or job role preferences and your personal situation. Although these are not considered Personal Information we use them to process your information and provide you with the best possible service.

This additional information can include some or all of the following:

- Salary and benefits information
- Work preferences
- Job titles
- Current and previous employers
- Professional qualifications and references
- Previous interactions and transactions with our business

If you enter, or have previously entered, into an employment contract with us or one of our clients then the data we hold about you may be different to that shown above and we will inform you upon successful placement how this may change.

If you would like to know more then please refer to our rights procedure at the end of this document.

## **How we use your data?**

We use your data through both manual and automated processes to perform actions such as some or all of the following

- Direct marketing for Boss Professional Services Ltd services
- Identification of possible interest in career opportunities
- Identification and verification of your skills and employment history



## **How do we collect your data?**

Boss Professional Services Ltd collect data from various direct and indirect sources. We may have collected your data from some or all of the following sources:

- A direct business interaction via phone, email, in person or internet between you and Boss Recruitment
- A direct application via email, phone, website or third-party service by you in response to an opportunity
- A third-party service you and Boss Professional Services Ltd have subscribed to, such as job boards
- Referrals and references from previous managers, peers and/or employers
- Public sources where you have made your information public such as personal websites, public directories and social media
- Events and promotions by Boss Professional Services Ltd and/or third-parties

In all instances that Boss Professional Services Ltd collect your data from third parties, social media, events etc. we do so in accordance with the policies and procedures of the data source. We also advise you to review the data privacy policies and agreements of such providers.

If you want to know more about how we collected your data, then please refer to your rights section at the end of this document.

## **How do we protect your data?**

At Boss Professional Services Ltd we use the latest and most secure technologies to protect your data and the information we hold. All Boss Recruitment's systems are provided by reputable trusted providers such as Microsoft using cloud technologies providing tested secure environments with multi-layer security and authentication.

Our consultants are trained on GDPR practices and our policies & procedures promote being responsible and vigilant in protecting our client's data. These policies include hardware protection and best practices to restrict and prevent access to personal data particularly in high risk areas, anonymisation where applicable and response to data threats and breaches.

## **Who do we share your data with?**

As a staffing and consulting business, to provide you with the best and most appropriate career opportunities we may be required to share some or all of the details we hold on you with interested parties such as:

- Potential employers
- Those acting on behalf of a potential employer
- The Boss Professional Services Ltd Family of companies where they may be able to deliver a beneficial service to you



- Third-parties working with or on behalf of Boss Professional Services Ltd to improve or deliver our service to you. Such as PR businesses, event companies and/or other providers

Where possible and applicable we anonymise and encrypt your data. In addition, when sharing with third parties, we share as little information as is needed for them to provide the relevant service to meet your needs and to benefit you based on the information you have provided and shared with us. These are also subject to contractual agreements that protect your data.

### **You & Boss Professional Services Ltd**

As a data controller, the information Boss Professional Services Ltd holds is the owned by you, the data subject. Therefore, you have a number of rights and obligations beyond this statement of what data we hold. We have outlined your access, consent and obligations below. If you have any questions on how we use your information or would like to exercise your rights below, including Subject Access Requests (SAR) then please refer to our SAR process at the end of this policy.

### **Your data consent to Boss Professional Services Ltd**

There are a range of ways in which you consent to Boss Professional Services Ltd to collecting, processing and keeping your information. Although we collect and process your data for the legitimate purposes outlined at the start of this policy, you also provide your consent to Boss Professional Services Ltd processing and using your information in some or all of the following ways:

- Clicking application buttons either directly or through third party providers of specific or open opportunity advertisements.
- Verbal and/or written representation of you as an individual for the services Boss Professional Services Ltd provides whether that be for a single opportunity or multiple opportunities.
- Opting in via marketing, and event registrations. Where consent was provided under the terms of a third-party provider.
- Signing any of our terms of service.

### **Your declaration to Boss Professional Services Ltd**

For Boss Professional Services Ltd to provide an efficient and effective service that benefits you in the best possible way we need to ensure the information we control is relevant and as up to date as reasonably possible. Therefore, when applying or interacting with Boss Professional Services Ltd you are making a declaration that the information you provide for the uses and purposes listed within this policy are to the best of your knowledge correct, accurate and true. In doing so you also acknowledge that deliberately giving false or misleading information means that any offer may be withdrawn, or you may be dismissed by



Boss Professional Services Ltd or our clients but also may be liable to legal proceedings against damages caused to Boss Professional Services Ltd's business.

## **Your Rights**

You have a number of rights about how the personal information you provide can be used. These are:

- Transparency over how we use your personal information (right to be informed).
- The ability to request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal information for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

## **Your right to Access and to be informed**

As a responsible Data Controller, Boss Professional Services Ltd provide you with the right to be informed of whether we hold or process your data, that we do so in a fair and transparent way and to have access to the data we hold on you as an individual.

If you would like to raise a Subject Access Request (SAR) then please see our procedure at the end of this policy.

## **Your right to rectification, erasure, portability or object.**

You also have rights to object to Boss Professional Services Ltd holding your information, processing it and to rectify inaccurate and incorrect data we control. You also have the right to request that the data we hold be erased. However, this does not provide an absolute 'right to be forgotten', as there may be some instances where we are required to maintain basic details and data on you as an individual that will enable us to protect both you and our clients and provide an efficient service. Examples of such legitimate interest can include some or all the following:

- The need to maintain data records to comply with your marketing preferences to prevent spam and contact by our business to you as an individual.
- Information to provide necessary reference details to aid the prevention of fraud both within our clients and legal bodies.
- To continue to provide services to our clients under contractual and legal obligations
- For accounting and regulatory purposes.



Boss Professional Services Ltd will provide erasure when it meets some or all the following criteria:

- Where the personal information is no longer necessary in relation to the purpose for which it was originally collected/processed.
- When the individual withdraws consent.
- When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing.
- The personal information was unlawfully processed.
- The personal information must be erased to comply with a legal obligation.

**Your right to restrict processing and automated decision making and profiling.**

The nature of our business means that Boss Professional Services Ltd maintains human intervention throughout all decision-making processes. Automated processing only occurs when we perform text and keyword searching of your profile in relation to identifying you for a potential career opportunity. However, our consultants are trained in recruitment best practice that reduces the potential risk and bias of automated processing. Any processing is also a logical and mathematical approach that analyses your potential suitability to a career opportunity based upon the text within your profile and the preferences you have provided us with.

**Boss Professional Services Ltd Subject Access Request Procedure**

You have the right to request the information we hold about you, how we use it and the reason we hold it. Boss Professional Services Ltd take protecting the data that we hold as a priority and to protect you against fraudulent access to your data we have created our Subject Access Request procedure to handle all requests you may have regarding your data.

Although Boss Professional Services Ltd will still respond to requests made outside this procedure, such as those made on social media, verbally or via other methods, in most cases those responses will refer you to the procedure below.

All Subject Access Requests and requests for the data we hold on you as an individual or to exercise any of your other rights should be made in one of the following ways:

**By email: [Francesca@bossprofessional.com](mailto:Francesca@bossprofessional.com)**

**In writing:**

101 Lincoln House, 1-3 Brixton Road, Kennington, London SW9 6DE England.

Your request should clearly state which of your rights you are exercising as well as your full name and any other information you think we need to be able to verify your identity.



In order to protect your data, Boss Professional Services Ltd will only grant requests made with the full name of the individual we have on record and where verification of your identity can be made. We may require you to prove your identity in the form of a valid photographic ID before we grant a request. This allows us to verify that the request is a legitimate request made by the data owner.

Accepted proof of identity are:

- A valid photographic passport
- A valid photographic driving license
- A valid government issued photographic identity card

When sending proof of identity, we recommend that you send the identity document via a secured mailing service and/or within an encrypted and secure zip folder.

All Subject Access Requests will receive a response from Boss Professional Services Ltd within 3 working days and the necessary actions Boss Professional Services Ltd will take to grant or respond to the request. All requests will be responded to and resolved within 30 days wherever possible from the date we receive acceptable and valid proof of identity from the data owner.

### **How to contact us**

If you wish to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact us (details at the bottom of this page), we will be happy to help.

If you wish to raise a complaint about how we have handled your personal information, you can contact us, and we will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal information in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

If you wish to talk to us about anything in the policy or the information we hold about you, please contact us:

By telephone: 020 3754 2000

By email: [Francesca@bossprofessional.com](mailto:Francesca@bossprofessional.com)

By post: Boss Recruitment, 101 Lincoln House, 1-3 Brixton Road, Kennington, London SW9 6DE  
England.

As a UK registered business, Boss Recruitment's Lead Supervisor Authority (LSA) is the Information Commission's Office (ICO).



If you wish further information on your rights or the information provided by the ICO then please refer to:

**Website:**

<https://ico.org.uk/>

**Postal Address:**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**If you have any further questions around our privacy policy then please feel free to contact us to discuss further.**

