

# RightAccess - Privacy Notice

This Privacy Notice provides details of the personal data we collect from you, what we do with it, how you might access it and who it might be shared with.

## Our Contact Information (Data Controller)

RightAccess  
Beresford House  
2 Beresford Road  
Coleraine  
BT52 1GE  
United Kingdom

+44 333 303 4321  
dpo@rightaccess.co.uk

## What we do with your personal data

We process personal data only for the purpose for which they are collected. The purpose is dependent on whether you use only our website, or additionally, our services. If you use our services you are required to register and we collect your personal data. We use this personal data for the provision of the service or the performance of the contract. We may use your personal data for other similar purposes, including marketing and communications, but that will only occur in the case we have your consent or another legal justification for doing so.

From our **Prospective Customers / Clients** we process and retain personal data for the following purposes and periods, with the applicable legal basis.

| Processing purpose                         | Legal basis                                                                            | Retention period |
|--------------------------------------------|----------------------------------------------------------------------------------------|------------------|
| Communications, marketing and intelligence | 6(1)(f) - it's in our legitimate interest (Communications, marketing and intelligence) | 1 year           |

From our **Successful Candidates** we process and retain personal data for the following purposes and periods, with the applicable legal basis.

| Processing purpose                             | Legal basis                                                            | Retention period        |
|------------------------------------------------|------------------------------------------------------------------------|-------------------------|
| Future employment information - Leavers Folder | 6(1)(b) - steps are required prior to a contract with the data subject | 6 years post-employment |

From our **Unsuccessful Candidates** we process and retain personal data for the following purposes and periods, with the applicable legal basis.

| Processing purpose                             | Legal basis                                                            | Retention period       |
|------------------------------------------------|------------------------------------------------------------------------|------------------------|
| Future employment information - Leavers Folder | 6(1)(b) - steps are required prior to a contract with the data subject | 6 months post-campaign |

From our **Contractors** we process and retain personal data for the following purposes and periods, with the applicable legal basis.

| Processing purpose | Legal basis                  | Retention period                           |
|--------------------|------------------------------|--------------------------------------------|
| Service delivery   | 6(1)(b) - we have a contract | Until tax or other retention period expire |

From our **Customers and Clients** we process and retain personal data for the following purposes and periods, with the applicable legal basis.

| Processing purpose                          | Legal basis                                                                            | Retention period                            |
|---------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------|
| Support requests                            | 6(1)(b) - we have a contract with the data subject                                     | Until tax or other retention period expires |
| Sales & Installation of Products & Services | 6(1)(b) - we have a contract with the data subject                                     | Until tax or other retention period expires |
| Communications, marketing and intelligence  | 6(1)(f) - it's in our legitimate interest (Communications, marketing and intelligence) | 1 year                                      |

## What personal data do we collect?

The personal data we collect depends on whether you just visit our website or use our services. If you visit our website, you do not need to provide us with any personal data. However, your browser transmits some data automatically, such as the date and time of retrieval of one of our web pages, your browser type and settings, your operating system, the last web page you visited, the data transmitted and the access status, and your IP address.

If you use our services, personal data is required to fulfill the requirements of a contractual or service relationship, which may exist between you and our organisation.

We collect:

- Qualifications
- Employment History
- Contractor Performance Data
- Online Identifiers
- Visual Images
- Bank details
- Contact details
- Location Information

## Who might we share your personal data with?

To maintain and improve our services, your personal data may need to be shared with or disclosed to service providers, other Controllers or, in some cases, public authorities. We may be mandated to disclose your personal data in response to requests from a court, police services or other regulatory bodies. Where feasible, we will consult with you prior to making such disclosure and, in order to protect your privacy, we will ensure that we will disclose only the minimum amount of your information necessary for the required purpose.

**We transfer personal data to the following organisations and countries:**

| Data subject type               | Organisation name | Type      | Country        |
|---------------------------------|-------------------|-----------|----------------|
| Prospective Customers / Clients | Zoho              | Processor | United Kingdom |
| Prospective Customers / Clients | Microsoft 365     | Processor | United Kingdom |
| Successful Candidates           | Zoho              | Processor | United Kingdom |
| Unsuccessful Candidates         | Zoho              | Processor | United Kingdom |
| Contractors                     | Zoho              | Processor | United Kingdom |

When a Processor or Controller is in a country outside the EU, we apply the necessary safeguards which may include, confirming whether the EC approves of transfers to the country, whether we need to use the EC's model contracts or, if the transfer is internal to our organisation, commitment to Binding Corporate Rules. Details of these safeguards may be obtained by contacting us directly.

## How do we look after personal data?

We limit the amount of personal data collected only to what is fit for the purpose, as described above. We restrict, secure and control all of our information assets against unauthorised access, damage, loss or destruction; whether physical or electronic. We retain personal data only for as long as is described above, to respond to your requests, or longer if required by law. If we retain your personal data for historical or statistical purposes we ensure that the personal data cannot be used further. While in our possession, together with your assistance, we try to maintain the accuracy of your personal data.

## How can you access your personal data?

You have the right to request access to any of your personal data we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

**If you would like to make a request to see what personal data of yours we might hold, you may make a request from our company website.**

Where you have previously given your consent to process your personal data, you also have the right to request that we port or transfer your personal data to a different service provider or to yourself, if you so wish.

Where it may have been necessary to get your consent to use your personal data, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal data without affecting the lawfulness of processing based on consent before your withdrawal.

## Our Data Protection Officer

Paul McKendry  
dpo@rightaccess.co.uk  
Telephone: +44 333 303 4321  
Mobile: +44 7809 145027

## Our Supervisory Authority

You have the right to lodge a complaint with any Supervisory Authority. See our Supervisory Authority contact details below.

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

+44 303 123 3113  
[www.ico.org.uk](http://www.ico.org.uk)