RC Solutions Pitch Care Limited Privacy Policy

**Our contact details**

Name: Richard Clarkson, Managing Director

Address: 11 Retiro Street, Oldham, OL1 1SA

Phone Number: 07377729289

E-mail: [Office@rcsolutionspitchcare.co.uk](mailto:Office@rcsolutionspitchcare.co.uk)

Website: [www.rcsolutionspitchcare.co.uk](http://www.rcsolutionspitchcare.co.uk)

Date of notice: 11th March 2024

**The type of personal information we collect**

We currently collect and process the following information:

* Web enquirers’ (who have submitted a webform enquiry via our website): name, email, phone number
* Telephone enquirers’: name, company name, email, phone number
* Customers’: contact name, company name, address, email, phone number, financial information (where relevant)
* Job applicants’: applicant name, address, email, telephone number
* Employees’: employee name, address, email, telephone number, National Insurance number, bank account details, criminal conviction and offences data (where applicable)

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by data subjects for one of the following reasons:

* to obtain information about our services
* to access our services
* to apply for vacancies.

We use the information that is given to us to answer queries and provide information about our services and process job applications.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

* Data subjects’ consent. They are able to remove their consent at any time. They can do this by contacting Richard Clarkson at office@rcsolutionspitchcare.co.uk

**How we store personal information**

Information is stored digitally on our secure network as follows.

|  |  |  |  |
| --- | --- | --- | --- |
| **Data subject** | **Type of information** | **Retention period** | **Deletion method** |
| Web Enquirers | Name, email, phone number | 1 year | Digital record deletion |
| Telephone enquirers | Name, company name, email, phone number | 1 year | Digital record deletion |
| Customers | Client contact name, company name, address, email, phone number, financial information | 3 years from the date of the last invoice | Digital record deletion |
| Job applicants | Application paperwork | 1 year from application deadline | Digital record deletion |
| Employees | Recruitment paperwork | 2 years from date decision made | Digital record deletion |
| Employee vetting documents | 1 year | Digital record deletion |
| Expenses documents | 3 years | Digital record deletion |
| Leave records | 3 years | Digital record deletion |
| Performance records | 3 years | Digital record deletion |
| Attendance records | 3 years | Digital record deletion |
| Training records | Ongoing until resignation | Digital record deletion |
| Disciplinary records | 3 years | Digital record deletion |
| Grievances, investigations and appeals | 3 years | Digital record deletion |
| Resignation paperwork | 3 years from date of last service | Digital record deletion |

**Data subjects’ data protection rights**

Under data protection law, data subjects have rights, including:

* **Right of access** - the right to ask us for copies of their personal information
* **Right to rectification** - the right to ask us to rectify their personal information they think is inaccurate. They also have the right to ask us to complete information they think is incomplete
* **Right to erasure** - the right to ask us to erase their personal information in certain circumstances
* **Right to restriction of processing** - the right to ask us to restrict the processing of their personal information in certain circumstances
* **Right to object to processing** - the right to object to the processing of their personal information in certain circumstances
* **Right to data portability** - the right to ask that we transfer the personal information they gave us to another organisation, or to them, in certain circumstances.

Data subjects are not required to pay any charge for exercising their rights. If they make a request, we have one month to respond.

Data subjects can contact us at [office@rcsolutionspitchcare.co.uk](mailto:office@rcsolutionspitchcare.co.uk), 07377 729289 or 11 Retiro Street, Oldham, OL1 1SA if they wish to make a request.

**How to complain**

Data subjects who have any concerns about our use of their personal information can make a complaint to us by email at [office@rcsolutionspitchcare.co.uk](mailto:office@rcsolutionspitchcare.co.uk), by telephone at 07377 729289, or in writing at 11 Retiro Street, Oldham, OL1 1SA.

They can also complain to the ICO if they are unhappy with how we have used their data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>