



## Privacy Notice

### How we use your information

This privacy notice tells you what to expect when Risk Management Services (Chiltern) Ltd trading as Risk Management Security Services collects your personal information. It applies to information we collect about:

- Visitors to our website
- People who use our services i.e. customers
- Job applicants
- Current & Former Employees
- Suppliers & Subcontractors
- Visitors to our offices

### Visitors to our websites

When someone visits [www.riskmanagementsecurity.co.uk](http://www.riskmanagementsecurity.co.uk) we use third-party services, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website, we will be up front about this via enquiry or contact forms and will make it clear when we collect personal information and will explain what we intend to do with it.

### *Use of cookies by the Risk Management Security*

Our website uses four cookies. A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies allow us to distinguish you from other users of the website which helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

The cookies we use on our website are 'analytical' cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the site when they're using it. This helps us to improve the way our website works, for example by making sure users are finding what they need easily.

### *Search engine*

Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either us or any third party on our behalf.

### *Security and performance*

We use a third-party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors.



## **WordPress**

We use a third-party service, WordPress.com, to publish and host our website. It is run by Big Gun Digital. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address.

For more information about how they process data please visit their website:

Big Gun Digital Privacy Information: <https://biggundigital.co.uk/policy-of-privacy/>

WordPress (Automattic): <https://automattic.com/privacy/>

## **People who contact us via social media**

All social media interactions are direct with our organisation and we do employ any third parties to manage this process for us. If you send us a private or direct message via social media the message will be stored and it will not be shared with any other organisations unless the content is illegal or inappropriate.

## **People who call our offices**

When you call our offices, we collect Calling Line Identification (CLI) information to display the number calling us. We use this information to help improve its efficiency and effectiveness. We also record all calls which are held securely on a BT hosted server and only accessible to authorised personnel. Records are used for quality, training and legal protection purposes.

## **People who email us**

Our email systems use RPC over SSL to ensure that they are secure and encrypted. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## **People who make a complaint to us**

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

Details will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle. Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.



## ***People who use our services***

We must hold the details of the people who have requested our services to provide them. However, we only use these details to provide the service the person has requested and for other closely related purposes such as providing information on security or other services related to them.

## **Job applicants, current and former employees**

Risk Management Services (Chiltern) Ltd is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at [hr@riskmanagementsecurity.co.uk](mailto:hr@riskmanagementsecurity.co.uk)

## ***What will we do with the information you provide to us?***

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area.

The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format. We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

## ***What information do we ask for, and why?***

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

## ***Application & Shortlisting stage***

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees, licences and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to this information.

## ***Security Screening***

All individuals that work for us are required to undergo security screening to BS 7858. If you are successful at the interview stage and your application is progressed then your personal data will be shared with a third-party who conduct security screening on our behalf (they are called Security & Vetting Solutions). All information is exchanged via secure and encrypted means to ensure securely of the data.

For further information on how they process data please visit their website:

<https://www.security-vetting.co.uk/privacy-policy/>



To ensure that we have the information to screen you in accordance with the above standard we will require the following information:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- Proof of industry licences and driving licences (if applicable)
- We will contact your referees, using the details you provide in your application, directly to obtain references
- Proof of right to work status

### ***Employment offer***

If we make an offer of employment we will ask you for information so that we can adequately process your employment this will include:

- Asking you to complete a questionnaire about your health. This is to establish your fitness to work.
- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

### ***How long is the information retained for?***

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 7 years following the end of your employment. This is a requirement of our British Standards. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for three years from the closure of the campaign. This is to protect us in the event of any legislative claims.

### ***How we make decisions about recruitment?***

Recruitment decisions are made by hiring managers and members of our recruitment team. We do not use any automated means of selection. All of the information gathered during the application process is taken into account including security screening information.



## Your rights

Under legislation you have rights as an individual which you can exercise in relation to the information we hold about you. These are as follows:

- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights relating to automated decision making and profiling

*Note: We do not perform any automated decision making and profiling.*

For further information on these rights we encourage you to visit the ICO (Information Commissionaires Office) website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

## Suppliers & Subcontractors

We must hold the details of the people who we engage to supply us with services so that we can purchase from them. However, we only use these details to provide for this purpose.

## Visitors to our offices

Basic contact details of individuals and their registrations are received. This is simply to facilitate their visit and assist during emergency procedures i.e. fire action. In addition to this our building is fitted with CCTV for security purposes which is held internally on a secure server inaccessible from outside the control centre.

## Complaints or queries

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us via the emails / addresses below.



## **How to contact us**

If you want to request information about our privacy policy you can email or write to us using:

[risk@riskmanagementsecurity.co.uk](mailto:risk@riskmanagementsecurity.co.uk)

Risk Management Services (Chiltern) Ltd  
The Old Courthouse  
Hughenden Road  
High Wycombe  
Bucks  
HP13 5DT