

# Privacy Notice

## 1. General information

This privacy notice tells you what to expect us to do with your personal information when you make contact with us or use one of our services.

We'll tell you:-

- Why we are able to process your information
- What purpose we are processing it for
- Whether you have to provide it to us
- How long we store it for
- Whether there are other recipients of your personal information
- Whether we intend to transfer it to another country, and
- Whether we do automated decision-making or profiling.

## 2. Controller's contact details

Barhale Ltd. is the controller for the personal information we process

There are many ways you can contact us, including by phone, email, direct messaging and post. More details can be seen [here](#)

Our postal address:

Barhale Ltd.  
Barhale House  
Bescot Crescent  
Walsall  
West Midlands  
WS1 4NN

Telephone number: 01922 707 700

For general contact please use [this page of our website](#)

## 3. How do we get information?

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

- You have made an information request to us
- You have applied for a job with us or one of our partners
- You are representing your organisation
- You have made an enquiry or complaint to us

We also receive personal information indirectly, in the following scenarios:-

- An employee of ours gives your contact details as an emergency contact or a referee
- Whistleblowers include information about you in their reporting to us
- We have contacted an organisation about a complaint you have made and it gives us your personal information in its response

If it is not disproportionate or prejudicial, we will contact you to let you know we are processing your personal information.

#### 4. Your data protection rights

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- **Your right of access**  
You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process. You can read more about this right [here](#)
- **Your right to rectification**  
You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies. You can read more about this right [here](#)
- **Your right to erasure**  
You have the right to ask us to erase your personal information in certain circumstances. You can read more about this right [here](#)
- **Your right to restriction of processing**  
You have the right to ask us to restrict the processing of your information in certain circumstances. You can read more about this right [here](#)
- **Your right to object to processing**  
You have the right to object to processing if we are able to process your information because the process forms part of our public tasks, or is in our legitimate interests. You can read more about this right [here](#)
- **Your right to data portability**  
This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated. You can read more about this right [here](#)

You are not required to pay any charge for exercising your rights. We have one month to respond to you. Please contact us at [it.servicedesk@barhale.co.uk](mailto:it.servicedesk@barhale.co.uk) if you wish to make a request, or contact us on 01922 726 754

## **5. Automated Decision-making**

Barhale Ltd. do not use automated tools to make decisions about people.

## **6. Sharing your information**

We will not share your information with any third parties for the purposes of direct marketing.

We may use data processors who are third parties who provide elements of services for us. Where this is required, we have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

In some circumstances we may be legally obliged to share information, however we will satisfy ourselves that we have a lawful basis on which to share the information. We will document our decision making, and satisfy ourselves we have a legal basis on which to share the information.

## **7. Data retention periods**

Barhale Ltd. will only keep your personal data as long as it is necessary to complete the purposes for which your data is collected; in order to represent the legitimate interests of Barhale Ltd. and as long as we are legally obliged to do so.

## **8. International transfers**

Barhale Ltd. do not store or transfer your personal data outside the European Economic Area (EEA).

## **9. Data Security**

Barhale Ltd. have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, nor altered or disclosed. Procedures have been put in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Agents, contractors and clients may have limited access to your personal data and then on a restricted basis as a Data Processor with the express agreement of Barhale as the Data Controller (see Item 6. above)

## **10. Cookie policy**

Barhale Ltd. do use cookies to provide you with tailored information when visiting the Company website. A cookie is an element of data the website will send to your browser, which will then be stored on your computer. This element of data is a piece of text and not a program which can only be accessed by the organisation sending the relevant cookie. No personal information such as email addresses or other information about you can be collected. Please see Barhale's Cookie Policy [here](#)

## 11. Links to other websites

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

## 12. Social Media

Barhale Ltd. use the following Social Media platforms:

[Instagram](#)

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

If you send us a private or direct message via Social Media, it will not be shared with any other organisations. The access to Barhale's social media accounts is strictly controlled by key members of staff, with access permissions regularly reviewed. Any information you send us via direct messaging will only be retained and used in line with our data protection policy, which is fully compliant with the Data Protection Act of 2018.

## 13. Your right to complain

We work to high standards when it comes to processing your personal information. If you have queries or concerns, please contact us at [it.servicedesk@barhale.co.uk](mailto:it.servicedesk@barhale.co.uk) and we'll respond.

If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioner's Office as follows:-

<https://ico.org.uk/make-a-complaint/>

## 14. Changes to this privacy notice

We keep our privacy notice under regular review to make sure it is up to date and accurate.

## 15. Children's information

We do not provide services directly to children or proactively collect their personal information