

# PRIVACY POLICY

*How we collect, use, store and protect your personal information*

## 1. WHO WE ARE

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- 1.1 RTR Fusion UK Ltd (trading as Skill Force Care) ("Skill Force Care", "we", "us", "our") is the data controller responsible for your personal data. We are registered in England and Wales under company number 13655146, with our registered address at HQ The Quadrant, 3 Warwick Road, Coventry, England, CV1 2DY.
- 1.2 For any queries relating to this Privacy Policy or your personal data, please contact us at: [hello@skillforcecare.co.uk](mailto:hello@skillforcecare.co.uk).
- 1.3 We are committed to protecting your privacy and handling your personal data in an open and transparent manner, in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 2. WHAT PERSONAL DATA WE COLLECT

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- 2.1 We may collect, use, store and transfer the following categories of personal data about you:
  - Identity Data — including your first name, last name, title and date of birth;
  - Contact Data — including your email address, telephone number and postal address;
  - Professional Data — including your CV, employment history, qualifications, references, right to work documentation and professional registrations;
  - Technical Data — including your IP address, browser type and version, time zone setting, browser plug-in types, operating system, and other technology on the devices you use to access this Website;
  - Usage Data — including information about how you use our Website, products and services;
  - Communications Data — including records of correspondence between you and us, whether by email, telephone or through our Website forms.
- 2.2 We do not currently collect any Special Category Data through this Website. Should this change, we will update this Policy and obtain appropriate consent where required.
- 2.3 Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform our services for you.

## 3. HOW WE COLLECT YOUR PERSONAL DATA

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- 3.1 We collect personal data from you through the following means:
  - Direct interactions — when you complete a contact form, submit a job application or CV, or correspond with us via email or telephone;
  - Automated technologies — through cookies and similar tracking technologies when you visit our Website (see our Cookie Policy for further details);
  - Third parties — where you have applied for a position through a third-party job board that directs candidates to our Website.

## 4. HOW WE USE YOUR PERSONAL DATA

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**4.1** We will only use your personal data when the law allows us to do so. We rely on the following lawful bases:

- Performance of a contract — where we need your data to provide or prepare to provide recruitment or staffing services to you;
- Legitimate interests — where it is necessary for our legitimate business interests (such as marketing our services, improving our Website, and fraud prevention), provided those interests are not overridden by your rights;
- Legal obligation — where we must comply with a legal or regulatory obligation;
- Consent — where you have given us explicit consent to process your data for a specific purpose.

**4.2** We use your personal data for the following purposes:

- To provide and manage our recruitment and staffing services;
- To respond to your enquiries and communicate with you;
- To register you as a candidate or client on our database;
- To match candidates to suitable positions with our client organisations;
- To verify your right to work in the United Kingdom and check appropriate qualifications and references;
- To send you relevant job opportunities and industry updates where you have consented to receive such communications;
- To improve and maintain our Website and digital services;
- To comply with our legal and regulatory obligations as an employment business.

## 5. SHARING YOUR PERSONAL DATA

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**5.1** We may share your personal data with the following categories of third parties:

- Client organisations — to whom we introduce candidates in the course of providing our employment business services;
- Professional advisers — including solicitors, accountants and insurers who provide consultancy, legal, accounting and insurance services;
- Regulatory authorities — including the Information Commissioner's Office and any other competent supervisory authority where required by law;
- IT and system providers — who provide software, IT and system administration services to us.

**5.2** We require all third parties to respect the security of your personal data and to treat it in accordance with applicable data protection law. We do not permit our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

**5.3** Where we transfer personal data outside the United Kingdom, we ensure that appropriate safeguards are in place in compliance with UK GDPR requirements, including reliance on adequacy regulations or Standard Contractual Clauses approved by the UK Information Commissioner's Office.

## 6. DATA RETENTION

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**6.1** We will only retain your personal data for as long as reasonably necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements.

**6.2** Our standard retention periods are as follows:

- Candidate data — retained for up to 3 years from the date of last contact, after which it is securely deleted unless you request earlier deletion;

- Client data — retained for up to 6 years from the end of the commercial relationship, in accordance with statutory limitation periods;
- Website enquiry data — retained for up to 2 years from receipt;
- Financial and accounting records — retained for 6 years in accordance with HMRC requirements.

## 7. YOUR LEGAL RIGHTS

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- 7.1** Under applicable data protection legislation, you have the following rights in relation to your personal data:
- Right of access — to request a copy of the personal data we hold about you;
  - Right to rectification — to request correction of any inaccurate or incomplete personal data;
  - Right to erasure — to request deletion of your personal data in certain circumstances;
  - Right to restriction of processing — to request that we suspend processing of your personal data in certain circumstances;
  - Right to data portability — to request transfer of your data to you or a third party in a commonly used, machine-readable format;
  - Right to object — to object to processing of your personal data where we rely on legitimate interests as our lawful basis;
  - Right to withdraw consent — where we rely on consent to process your data, you may withdraw that consent at any time without affecting the lawfulness of processing before withdrawal.
- 7.2** To exercise any of these rights, please contact us at [hello@skillforcecare.co.uk](mailto:hello@skillforcecare.co.uk). We will respond to all legitimate requests within one month. Occasionally it may take us longer than one month if your request is particularly complex or if you have made several requests, in which case we will notify you.
- 7.3** You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

## 8. DATA SECURITY

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- 8.1** We have implemented appropriate technical and organisational security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. These measures include encryption, access controls and secure server infrastructure.
- 8.2** We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and are subject to a duty of confidentiality.
- 8.3** We have procedures 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.

## 9. CHANGES TO THIS PRIVACY POLICY

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- 9.1** We reserve the right to update this Privacy Policy at any time. Any changes we make will be posted on this page with an updated effective date. Where changes are material, we will use reasonable endeavours to notify you by email or by a prominent notice on our Website. Please check back regularly to stay informed of any updates.

## 10. CONTACT AND COMPLAINTS

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For all privacy-related enquiries or to exercise your data subject rights, please contact us using the details below:

<b>Data Controller</b>	RTR Fusion UK Ltd (trading as Skill Force Care)
<b>Address</b>	HQ The Quadrant, 3 Warwick Road, Coventry, England, CV1 2DY
<b>Email</b>	hello@skillforcecare.co.uk
<b>Website</b>	www.skillforcecare.co.uk