

Variable data (for internal use only and not to be included in published version)	
Data Controller's legal name	Rescue Global Management Services Ltd
Person Responsible for data protection	Officer Responsible for Data Protection
Their email address	co@rescueglobal.org
Their telephone no	020 3427 5607
Their physical address	Wheal Harmony House, Solomon Road, Redruth, Cornwall, England, TR15 1FD
Type of data subject covered	Clients, Business Partners and Suppliers
Date Created:	
Created by	D Charity
Due for review date:	

## Notes:

We must provide individuals with privacy information at the time we collect their personal data from them.

If we obtain personal data from a source other than the individual it relates to, we must provide them with privacy information within a reasonable period of obtaining the personal data and no later than one month.

If we plan to communicate with the individual, we must provide this information at the latest when the first communication takes place. If we plan to disclose the data to someone else, we must provide this information at the latest when the data is disclosed.

This Privacy Notice fulfils requirements under Articles 13 (and where applicable 14) of the GDPR (data obtained directly from the data subject and / or from a third party).

# Privacy notice for Clients, Business Partners and Suppliers

## 1. INTRODUCTION

Rescue Global Management Services Ltd is committed to protecting the privacy and security of your personal information. We only collect and use personal data in line with the General Data Protection Regulation, the Data Protection Act and any other applicable laws and regulations.

This Privacy Notice informs you (the 'data subject') about our processing activities: the data we hold, why we use it, how long we will retain it for, and other relevant information.

Any questions and requests regarding personal data may be sent to our Officer Responsible for Data Protection by sending an email to: [co@rescueglobal.org](mailto:co@rescueglobal.org) or by phone: 020 3427 5607, or by post: Wheal Harmony House, Solomon Road, Redruth, Cornwall, England, TR15 1FD.

## 2. APPLICABILITY

This notice is issued by Rescue Global Management Services Ltd (the 'data controller'); it applies only to Clients, Business Partners and Suppliers. This notice does not form part of any contract between you and Rescue Global Management Services Ltd

Please also note that the following entities are joint controllers with Rescue Global Management Services Ltd in relation to the following purposes:

Joint controller name:	Process purposes:
Rescue Global (a company limited by guarantee)	To share contact details as may be appropriate. For the purposes of applications for grants or other funding opportunities
Rescue Global Emergency Management Systems Limited	For the development of commercial opportunities in relation to intellectual property
Protector Services Group Ltd	To share contact details as may be appropriate

## 3. DATA PROTECTION PRINCIPLES

We ensure any personal data we hold about you is:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about

- Kept securely

#### 4. THE KIND OF INFORMATION WE HOLD ABOUT YOU

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We collect, store, and use the following categories of personal information about you:

Address	LinkedIn details
Contact Address / Email	Name
Contact Name	Outline of services provided
Contact Telephone	Personal email address
CV	Signature
Email	Telephone
Email address	Work address
Employer	Work email address
Entries in our accounting records	Work telephone
Home Address	

From time to time we may also process these kinds of personal data:

Bank details	Home telephone
CCTV	Notes
Correspondence	Status
Credit score	Working hours
Financial information	

#### 5. WHAT LEGAL BASES DO WE RELY ON?

We use the types of personal data above on the following legal bases:

- When we need the information to perform a contract with you.
- When we need to comply with our legal obligations.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations:

- Where we need to protect your vital interests (or someone else's vital interests).

#### 6. WHY DO WE PROCESS THIS INFORMATION?

The situations in which we will process your personal information are listed below:

- CONTRACT - To generate appropriate contractual documentation
- CONTRACT - To perform our duties under a contract
- MANAGEMENT - To effectively manage our staff, their activities and our tangible assets
- MARKETING - To market to past clients and prospects
- RECORDS - To maintain appropriate records of ongoing business relationships

We may also from time to time process this information for these reasons:

ANALYSIS - To undertake data analytics for internal staff management or external service management purposes  
ARCHIVE - To maintain appropriate historical records  
AUDIT - To retain information that may be relevant to an audit  
CLAIMS - To retain documents that may be relevant to legal claims  
CONTRACT - To ensure other parties perform their contracted duties  
CREDIT CHECKS - To vet for creditworthiness  
LAWFUL - To ensure our activities are within the law  
LIFE - To protect health and wellbeing  
LITIGATION - To comply with our legal duty of disclosure  
MANAGEMENT - To effectively manage our staff, their activities and our tangible assets  
PAYMENTS - For the purposes of payments or refunds  
PLANNING - To plan accounting and resource allocation  
PUBLIC - To further broader public interests  
RECORDS - To maintain appropriate records of ongoing business relationships  
REGULATOR - To comply with a requirement of our regulator  
SECURITY - To promote and ensure a secure working environment and protect our staff and tangible assets  
SERVICE DELIVERY - To provide our services to clients  
SHARING - To share relevant information with a 3rd party organisation/s who have a right to know it

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

#### 7. WHERE DID WE COLLECT THIS DATA FROM?

We usually collect information from data subjects directly, when we connect them in business settings. We may also have obtained your data from one of the sources below.

- Credit reference agencies
- Those who may have referred you to us (or us to you)
- Publicly available sources

#### 8. ARE YOU UNDER ANY OBLIGATION TO PROVIDE THE PERSONAL DATA?

Where we process Personal Data to comply with our legal obligations you must provide this information.

If you fail to provide certain information when requested we may be prevented from: performing a contract we have entered into with you, complying with our legal obligations, or achieving our legitimate interests.

## 9. WHO DO WE SHARE THIS INFORMATION WITH?

We will share your personal information with other entities in our group as part of our regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data. Group entities are required to take appropriate security measures to protect your personal information in line with our policies.

We use some third-party service providers (the 'processors') who process data for us under strict instructions and under a binding contract with us. Our processors provide the following services:

- IT services
- Web-based Customer Relationship Management software
- Cloud-based storage
- Data Protection Consultancy
- Legal advisors
- Accountancy services

Processors are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our processors to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

## 10. TRANSFERS TO OTHER COUNTRIES OR TO INTERNATIONAL ORGANISATIONS

We may transfer your personal information outside the EU. If we do, you can expect a similar degree of protection in respect of your personal information.

## 11. WILL THE INFORMATION BE USED FOR AUTOMATED DECISION MAKING OR PROFILING?

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

## 12. HOW LONG DO WE KEEP THIS INFORMATION?

We retain personal data in compliance with our Retention Policy and Schedule for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Our Retention Policy and Schedule are available at [www.rescueglobal.org/online-policies#privacy](http://www.rescueglobal.org/online-policies#privacy).

## 13. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

It is important that the personal information we hold about you is accurate and current. Please let us know if your personal information changes.

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

#### 14. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please notify us on the email address above. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

#### 15. COMPLAINTS

If you have any concerns or complaints about data protection you should first raise this with us either by email to: [co@rescueglobal.org](mailto:co@rescueglobal.org) or by phone: 020 3427 5607 , or by post: Wheal Harmony House, Solomon Road, Redruth, Cornwall, England, TR15 1FD.

If you have a complaint or concern that has not been remedied internally, you may choose to raise this with the Information Commissioner's Officer (ICO). Visit [www.ico.org](http://www.ico.org) for more information.