

Capita Secure Information Solutions trading Limited as Capita Workforce Management (“CapitaWFM”) is part of Capita Plc. This website (“Website”) is owned and operated by CapitaWFM. Please read this Privacy Policy (together with our [Terms of Use](#)) with care before you use this Website. If you do not wish to accept this Privacy Policy, please do not use the Website. If you submit your personal information through this Website, you are consenting to it being processed in the manner described within this Privacy Policy.

CapitaWFM realises the importance of providing you with a clear and honest explanation of what personal information we collect from you, how we use it, where we store it and for how long, whether or not we share your information with anyone else and what rights you have over your personal information. Personal information means information from which someone else would be able to identify you as an individual.

This Privacy Policy does not apply to the practices of companies and organisations that we do not own, manage or control, or to people that we do not employ or manage.

We keep this Privacy Policy under regular review and so you should check these pages from time to time to keep you up to date with any changes. This Privacy Policy was last updated in March 2018.

Please contact us if you have any questions about our Privacy Policy, any personal information we hold about you or if you wish us to stop processing any personal information at

- info@Capitawfm.co.uk
- Capita Workforce Management Ltd, 65 Gresham Street, London, England, EC2V 7NQ

Who collects your personal information?

Capita Secure Information Solutions trading as Capita Workforce Management (“CapitaWFM”) is part of Capita Plc. CapitaWFM collects the personal information from you and decides what to do with it. In compliance with Data Protection legislation, CapitaWFM is the Data Controller.

Our Registered Office address is 65 Gresham Street, London, EC2V 7NQ, England, registered company number 2081330.

You can contact us at:-

Capita Workforce Management Ltd,
65 Gresham Street,
London,
England,
EC2V 7NQ
Telephone number 01793 715475
E mail us at info@capitawfm.co.uk

Our Data Protection Officer is Elvira English who can be contacted at Elvira.English@capita.co.uk

How do we collect your personal information?

CapitaWFM may collect your personal information when we meet you face to face, when you contact us either on the telephone or in writing, when you visit or use our Website pages and when you use our services. We also collect information from you when you voluntarily complete customer feedback surveys.

We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the pages on our Website you visited.

What personal information do we collect about you?

CapitaWFM may collect your name, postal address, e-mail address, telephone number, employer's name, work postal address and work e mail address.

We also automatically receive and record your IP address, cookie information and information regarding which pages on our Website you access and when.

If you send your Curriculum Vitae to us we may also collect other personal details including your date of birth and National Insurance number.

When we enter into a contract with you and need to process payment from you, we may also collect financial details including bank account details.

How do we use your personal information?

CapitaWFM takes your privacy seriously and we will only use your personal information in the following ways:-

- to deal with your enquiries and fulfil your requests for certain services and information
- to send you communications which you have requested
- to carry out our obligations arising from any contracts we enter into with you
- to process payment from you
- to request feedback from you on the services we provide
- to notify you of changes to our services
- to comply with the law
- for marketing purposes
- to consider your suitability for employment purposes

Please be aware, if you choose to withhold your personal information when we require it, we may not be able to provide you with the services you have requested.

What is the legal reason which allows us to use your information in a certain way?

- Legitimate purpose

We collect and use your personal information for the legitimate business purposes of communicating with you to deal with your enquiries, fulfilling your requests for services and information, sending you communications which you have requested, notifying you of changes to our services and processing payment from you where applicable.

- Contract

We may also need to use your personal information to perform our contract(s) with you so that we can carry out our obligations arising from any contract(s) we enter into with you or take initial steps at your request prior to entering into a contract(s).

- Consent

We may also use your personal information where you give us your express consent.

- Legal obligation

We will use your personal information where we have to comply with the law e.g. we have to provide information to HMRC or to fraud agencies etc.

You have a right to object to CapitaWFM processing your personal information and if you wish to object, please contact us at info@capitawfm.co.uk

Curriculum Vitae

If you wish us to consider you for employment within CapitaWFM, we will need to use your personal information contained within any Curriculum Vitae you send to us to consider your suitability for and to discuss with you such employment.

Where do we store your personal information?

Here at CapitaWFM, we are committed to making sure that your personal information is kept secure. In order to prevent unauthorised access or disclosure and to protect against loss we use up-to-date industry procedures to keep personally identifiable information as safe and secure as possible. We will use our best endeavours to protect your personal information but we cannot guarantee its security on transmission to the Website. Any transmission is at your own risk. Our website is hosted in the UK with a G- Cloud 9 approved supplier at an ultra-secure data centre with Cyber essentials status and the following accreditations:

- ISO 27018
- ISO 27001:2013
- ISO 14001:2015

How long do we keep hold of your personal information?

We will hold your personal information only for as long as is necessary to provide our services, although sometimes we are required by law to keep your personal information for longer to comply with our legal obligations, resolve disputes and enforce our agreements. We review our retention periods for personal information on a regular basis. Please contact us at info@capitawfm.co.uk if you require any further information about our retention periods.

Do we share or disclose your personal information?

CapitaWFM will not sell or rent your personal information to anyone. All the personal information we hold about you will be processed by our staff in the United Kingdom. We will send personal information about you to other companies or people only when:

- we have your consent to share the information
- we need to share your information to provide the product(s) or service(s) you have requested
- we need to send the information to companies who work on behalf of CapitaWFM to provide a product or service to you (unless we tell you differently, these companies do not have any right to use the personal information we provide to them beyond what is necessary to assist us)
- we respond to subpoenas, court orders or legal process
- we find that your actions on our web sites violate our Terms of Use (in hyperlink), or any of our usage guidelines for specific products or services.

Marketing

We would like to use your personal information to send you marketing information about our products and services. This information will not be shared with third parties.

If you do consent to us sending you marketing information you still have the right to object to direct marketing at any time and you can withdraw your consent at any time. Once you withdraw your consent, we will not contact you further for marketing purposes but this will not affect any personal information that has already been processed up to that point.

You can change your marketing preferences or ask us to stop contacting you for marketing purposes at any time by contacting us at info@capitawfm.co.uk or telephone on 01793 715475.

How can you access your personal information?

You have a right to access your personal information by making a Subject Access Request to CapitaWFM at any time you wish to see what personal information we hold about you and how we are using it so you can be satisfied it is being processed lawfully. You can ask for copies of this information and we will usually provide it free of charge and within one month of the date we receive your request (unless there are exceptional circumstances when we may then charge a reasonable fee to cover administrative charges or advise you that we require longer to deal with your request).

If you would like a copy of some or all of your personal information you should send your Subject Access Request to info@capitawfm.co.uk or write to us at Capita Workforce Management Ltd, 65 Gresham Street, London, Swindon, England, EC27 7NQ.

Please ensure that you provide as much detail as possible about the personal information you wish to see and provide necessary proof of identification to enable us to deal with your request promptly.

How can you ask for your personal information to be corrected or deleted?

CapitaWFM want to make sure that your personal information is accurate. If you believe that the personal information we hold about you is inaccurate or incomplete, you have a right to ask us to correct it for you (right to rectification). Please contact us at info@capitawfm.co.uk if you want to make such a request.

You also have a right to ask CapitaWFM to delete your personal information (right to erasure) and you should you contact us at info@capitawfm.co.uk if you want to make such a request.

Your rights over your personal information

When you give your personal information to CapitaWFM, under Data Protection legislation you have the following rights in relation to your personal information -right to be informed, right of access, right to rectification, right to erasure, right to restrict processing, right to data portability, right to object and rights in relation to automated decision making and profiling. Some of these rights have already been referred to above in this Privacy Policy. For more information please visit:- <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Please send any enquiries or requests in relation to these rights to info@capitawfm.co.uk

Cookies

This Website uses cookies, just like many other websites. Cookies are tiny text files stored on your computer when you visit certain web pages. It is your choice to accept or decline cookies. We may set and access cookies on your computer to provide tailored content in the future. You can view an up-to-date list of the cookies we use [here](#).

Other websites

This Website may contain links to and from other websites but please be aware that once you use any of these links to leave our Website, those other websites have their own privacy policies and we do not have any control over those other websites. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting other websites so when you link to those other websites, you should read their own privacy policies.

Complaints procedure

We will advise you of the reason why we cannot comply with your request(s) if necessary. If you wish to lodge a complaint on how we have handled your personal information or dealt with your request you can contact us at Capita Workforce Management Ltd, 65 Gresham Street, London, England, EC27 7NQ or telephone 01793 715475 or email us at info@capitawfm.co.uk

We will endeavour to deal with your complaint at the earliest opportunity. If you are not satisfied with our response or you believe we are not processing your personal information in accordance with current data protection legislation you can complain to the Information Commissioner's Office at:

<https://ico.org.uk/>