HEROS HOSPITALITY

PRIVACY POLICY

This Privacy Policy explains how HEROS Recruitment Ltd trading as HEROS Hospitality ("Company", "we", "us", or "our") collects, uses, stores, and protects personal data in connection with its recruitment, staffing, hospitality, consultancy, and related services.

1. INTRODUCTION

1.1 This Privacy Policy applies to all candidates, clients, employees, contractors, website users, and any individuals whose personal data is processed by the Company.

1.2 The Company is committed to protecting personal data and complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all applicable privacy laws.

1.3 This Policy applies whether data is collected through our website, email communication, telephone, application forms, recruitment processes, or any other means.

2. DATA CONTROLLER

2.1 HEROS Recruitment Ltd trading as HEROS Hospitality is the data controller responsible for personal data collected and processed under this Policy.

2.2 The Company's registered address is 20 Wenlock Road, London, England, N1 7GU.

3. PERSONAL DATA WE COLLECT

3.1 The Company may collect personal identification data including names, addresses, contact details, and date of birth.

3.2 The Company may collect professional and employment-related data including CVs, work history, qualifications, references, and right-to-work documentation.

3.3 The Company may collect financial and payroll-related data where required for employment, invoicing, or payment processing purposes.

3.4 The Company may collect technical and usage data when users access our website, including IP addresses, browser type, and interaction data.

3.5 The Company may collect any additional information voluntarily provided by individuals during recruitment, onboarding, or service engagement processes.

4. PURPOSE OF PROCESSING

4.1 Personal data is processed to provide recruitment, staffing, and employment services.

4.2 Personal data is processed to match candidates with suitable job opportunities and client requirements.

4.3 Personal data is processed to manage employment relationships, payroll, compliance, and HR administration.

4.4 Personal data is processed to communicate with clients, candidates, and service users regarding opportunities and services.

4.5 Personal data is processed to comply with legal, regulatory, and contractual obligations.

5. LEGAL BASIS FOR PROCESSING

5.1 The Company processes personal data where it is necessary for the performance of a contract.

5.2 The Company processes personal data where it is necessary for compliance with legal obligations.

5.3 The Company processes personal data based on legitimate interests, including business operations, recruitment activities, and service improvement.

5.4 The Company may process personal data based on consent where required, and such consent may be withdrawn at any time.

6. DATA SHARING

6.1 The Company may share personal data with clients for recruitment and placement purposes.

6.2 The Company may share personal data with payroll providers, IT service providers, and professional advisers where necessary for business operations.

6.3 The Company may share personal data with regulatory authorities where required by law.

6.4 The Company ensures that all third-party data processors handle personal data securely and in compliance with applicable laws.

7. INTERNATIONAL TRANSFERS

7.1 Personal data may be transferred outside the United Kingdom where necessary for business operations or service delivery.

7.2 Where international transfers occur, the Company ensures appropriate safeguards are in place to protect personal data in accordance with UK GDPR requirements.

8. DATA RETENTION

8.1 Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected.

8.2 Candidate and recruitment-related data is typically retained for up to six years unless a longer retention period is required by law or business necessity.

8.3 Employment and payroll data is retained in accordance with statutory and regulatory requirements.

8.4 After the retention period expires, personal data is securely deleted or anonymised.

9. DATA SECURITY

9.1 The Company implements appropriate technical and organizational measures to protect personal data from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

9.2 Access to personal data is restricted to authorized personnel only.

9.3 The Company regularly reviews and updates its security practices to maintain data protection standards.

10. INDIVIDUAL RIGHTS

10.1 Individuals have the right to request access to their personal data held by the Company.

10.2 Individuals have the right to request correction of inaccurate or incomplete personal data.

10.3 Individuals have the right to request deletion of personal data where legally applicable.

10.4 Individuals have the right to request restriction of processing of their personal data.

10.5 Individuals have the right to data portability where applicable.

10.6 Individuals have the right to object to processing based on legitimate interests.

11. COOKIES AND WEBSITE USAGE

11.1 The Company's website may use cookies and similar technologies to improve user experience and analyze website traffic.

11.2 Users may control or disable cookies through their browser settings.

11.3 Some website functionality may be affected if cookies are disabled.

12. CHANGES TO THIS POLICY

12.1 The Company may update this Privacy Policy from time to time to reflect legal, regulatory, or operational changes.

12.2 Updated versions will be made available on the Company's website.

12.3 Continued use of the Company's services after changes constitutes acceptance of the updated Policy.