

Privacy Policy

This privacy policy applies between you and Ores Group. Ores Group takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your contract.

Please read this privacy policy carefully. We will use the information that we collect about you in accordance with, the Privacy and Electronic Communications Regulations 2003, the Data Protection Act 1998 (DPA) and any replacement laws, and, from May 2018, the General Data Protection Regulation (GDPR).

It is important that you read this privacy policy together with any other privacy policy or fair processing notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using your personal information. This privacy policy supplements our other policies and is not intended to override them.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data

Collectively all information that you submit to Ores Group via the Website/Emails. This definition incorporates the definitions provided in the Data Protection Laws;

Data Protection Laws

Any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;

GDPR

The General Data Protection Regulation (EU) 2016/679;

Ores Group

Ores Group, a company incorporated in England and Wales with registered number 14953380 whose registered office is at The Den, Church Road, Iver, SL0 0RD

Data we collect:

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

We may collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes address, email address and telephone numbers.
- Financial Data includes bank account details.
- Profile Data includes your username and password, feedback and survey responses.

We do not collect any data for marketing purposes from you. We collect your personal data which helps us to manage our relationship with you and ensures you only receive communications from us that are relevant and timely. We pass your data to our clients for compliance purposes only, to validate right to work details.

We collect Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious beliefs, sexual orientation, information about your health and genetic and biometric data). We do collect information about criminal convictions and offences. Such data gathering is an important component to identifying inequality, initiating activity and evaluating progress as required to meet legislation. Collecting data on the protected characteristics can help us to ensure recruitment and selection decisions are free from discrimination in accordance with the 2010 Equality Act, to prevent discrimination on the grounds of any protected characteristic, this includes age, disability, gender reassignment, marriage / civil partnerships, maternity, race, religion / belief, sex and sexual orientation.

It also helps:

- establish an evidence base for activities, policies and practice
- assess whether policies and practices are equitable and fair and do not disproportionately affect different groups
- use benchmarking to identify gaps in performance, seek new approaches for improvements, and adopt good practices

Failure to provide personal information

Where we need to collect personal information by law, or under the terms of a contract we have with you and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, If you fail to submit your passport to prove your right to work, we will not be able to offer you work). In this case, we may have to cancel a shift you have with us but we will notify you if this is the case at the time.

How do we collect your information?

You give us your information when you apply for a job. We keep your details when you fill up the online registration form.

We keep a record of the emails we send you, and we may track whether you receive or open them so we can make sure we are sending you the most relevant information.

We may also receive information from external sources when we get work references for you.

How we keep your details safe and secure

Your personal data will be held and processed on Ores Group's systems or systems managed by suppliers on behalf of Ores Group. We always seek to hold your data securely. Access to staff information is strictly controlled.

We aim to be clear when we collect your data and not to do anything you wouldn't reasonably expect.

We may process your personal data because it is necessary for the performance of a contract. For example, to submit your P46 to the accountant to process your payroll, to submit your data to Sodexo, Compass as part of our yearly audits.

We aim to communicate with you about future work that we do in ways that you find relevant, timely, respectful, and never excessive. To do this, we use data that we have stored about you, such as which events you have booked for in the past, as well as any contact preferences you may have told us about.

As part of our service to you, we may contact you by email or telephone to provide essential information related to your agreed work.

Disclosure of your details to third parties

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

Accountant: To process your wages.

Clients: To comply with audits. We must disclose information to our partner clients on a yearly basis to prove we are checking right to work documents, have contracts and policies in place and pay national minimum wages. None of that data is handed over to the client for their records. The data is checked and passed back to Ores Group.

We will not transfer, process, or store your data anywhere that is outside of the European Economic Area, unless we have a contractual agreement in place that is of an equivalent standard to GDPR.

CrewPlanner: We will request you to create a profile on the event planning app/website: CrewPlanner, which is essential for us to manage our events schedule. The information you submit on the app will be only visible to you and Ores Group Managers. The only part of the information that will be visible to other Ores Group colleagues will be your Full name and contact no. that you submit on the CrewPlanner app/website as it will help you and colleague to contact each other on operational days of an event. If you do not want your contact no to be visible to others, please do not submit it on the CrewPlanner website/app.

Retaining your data

We will only retain your personal data 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.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from

unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your rights

Under the DPA you have the following rights:

- to obtain access to, and copies of, the personal data that we hold about you
- to require that we cease processing your personal data if the processing is causing you damage or distress

Once the GDPR takes effect in May 2018, you will also have the following additional rights:

- to require us to correct the personal data we hold about you if it is incorrect
- to require us to erase your personal data
- to require us to restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal)
- to receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you and keep you updated.

Contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

Email us at info@ores.group

Or write to us at: Ores Group, Boston House, 69-75 Boston Manor Road, Brentford,
TW8 9JJ