F&G HR & Consultancy Services Ltd Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact Details:
Email: amie@fgconsultancy.co.uk

What information we collect, use, and why:

We collect or use the following information **to provide and improve products and services for clients:**

- Names and contact details
- Addresses
- Occupation
- Date of birth
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Employment details (including names of employers, job titles and dates of employment)
- Information relating to compliments or complaints

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details
- Marketing preferences
- Purchase or account history

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Purchase or service history
- Financial transaction information
- Correspondence

Lawful bases and data protection rights:

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.

- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.

- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.

- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:

    - To keep people who have expressed an interest in F&G's services informed about relevant CV advice, job application support, products and offers, where permitted by applicable electronic marketing rules.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

    - To respond to enquiries, resolve complaints, maintain appropriate records and protect the business's interests where necessary.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from:

- Directly from you

How long we keep information:

We keep personal information only for as long as necessary for the purposes for which it was collected, including meeting any legal, accounting or regulatory requirements.

- **CV writing services:** We normally retain original CVs, completed CVs and related working documents for up to six months after completing the service, after which they are securely deleted.
- **Purchase and accounting records:** We generally retain invoices, transaction records and relevant accounting information for six years, or longer where required by law.
- **General enquiries:** Where an enquiry does not result in a purchase, we normally retain the related correspondence for up to 12 months after our last contact, after which it is deleted.
- **Marketing information:** We retain contact details and marketing preferences while someone remains subscribed to our marketing communications. We review inactive marketing contacts after 12 months and remove or anonymise information we no longer need. If someone unsubscribes, we may retain a minimal record of their preference to ensure we do not contact them again for marketing purposes.

We may retain relevant information for longer where necessary to deal with an ongoing complaint, establish or defend a legal claim, or comply with a legal obligation. We periodically

review the personal information we hold and securely delete or anonymise it when it is no longer needed.

Who we share information with:
Data processors:

UK and international websites, sales funnel, email marketing, payment processing, automation and cloud-based IT service providers.

This data processor does the following activities for us: These providers host our website and sales funnels, collect and securely store customer and enquiry details, manage email communications and marketing subscriptions, process online payments, automate the transfer of information between systems, and provide business email and data storage services.

Others we share personal information with

- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media

How to complain:

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: amie@fgconsultancy.co.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint