Privacy Policy Statement

This Privacy Policy Statement, along with our Cookies Policy and Terms of Website Use, explains our data processing practices and applies to the following websites; www.hrbc.co.uk and www.disclosuresonline.co.uk.

At HRBC we are committed to protecting and respecting the privacy of our clients and website visitors to www.hrbc.co.uk and www.disclosuresonline.co.uk. Our relationship with you is valuable and we understand the importance you place on the privacy and security of information which personally identifies you. In that respect, and whether you are a first time visitor to our website or a regular user, we take your privacy seriously.

Please read the following in order to learn more about our privacy policy statement and our information gathering and dissemination practices. When using our Websites and Services, you are agreeing to comply with and be bound by the terms of this policy statement. If you disagree with any part of these terms, please do not use our Websites and /or Services. We will not process your data for any purpose without first obtaining your consent.

How do you collect personal information?

We collect data through our websites, and collect your personal data as part of the registration and contact application process via our website following the General Data Protection Regulation (GDPR) provisions of contractual obligation, legal obligation and consent. That means that we only collect what you give us or have agreed we can have; for example, when registering as a client we collect your name, company, address, position, Email address and telephone number.

What we collect

We collect and process the following information:

- information provided by you when completing a form on any of our Websites;
- information provided by you when reporting any fault with our services or Websites, or complaint relating to our services or Websites;
- information provided by you in any correspondence between you and us including by way of letter, email, messages, fax or telephone;
- information provided by you in response to any survey from us (although there is no obligation on you to complete any survey); and
- information provided by you in order to allow us to provide the service which you have requested and for which you have agreed to our terms and conditions relating to such service.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

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Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. We cannot guarantee all our website’s functionality will be optimum if you turn off cookies.

For further information relating to Cookies we recommend you visit:

  The Information Commissioner's website (https://ico.org.uk/global/cookies)

  All About Cookies (www.allaboutcookies.org)

**How do you store and protect my personal data?**

Your information is stored on our computers and backed up in the UK and access to personal data is restricted according to the user’s needs, some information is restricted to key personal only. We place a great importance on the security of the data we hold on our members and we have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control.

**Personal information is kept for no longer than is necessary.**

Where the services you have requested from us result in a certificate being issued by the Disclosure and Barring Service, Disclosure Scotland or AccessNI, we shall retain your certificate and any disclosure information for a maximum period of 6 months from the date of the result being issued. This is to enable our client – your employer, regulatory body or other organisation requesting the check – to make its recruitment decision.

Personal information submitted in support of your disclosure application and a record of the application is kept for no longer than 7 years for employment, financial and audit purposes. Personal information which is not required for these purposes, will be retained for 1 year from the date of the result being issued. This time allows you to query any information and resolve any disputes should they arise as a result of the certificate.

We have strict retention periods for different kinds of personal data. We will only keep it for as long as necessary, for the reason we collected it in the first place.

**Subject Access**

You have the right to a physical copy of the personal data that we hold about you and to know where we obtained that information, how we used it, if we shared it with anyone, and how long it is kept. We have to provide that to you within one month of receiving your request and proof of your identity. Some organisations charge a fee for this, but we don't. However, where the request is manifestly unfounded or excessive we may charge a “reasonable fee” for the administrative costs of complying with the request. If an individual requests further copies of their data following a request, we will charge a reasonable fee for the administrative costs of providing further copies.

**By accessing our website, you agree to be bound by the following Terms and Conditions**

**General**

Your use of our Websites named above constitutes acceptance of these terms and conditions as at the date of your first use of either Website. HRBC reserves the right to change these terms and conditions at any time by posting changes online. Your continued use of this either Website after changes are posted constitutes your acceptance of this agreement as modified.

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You agree to use either Website only for lawful purposes and in a manner which does not infringe the rights or restrict, or inhibit the use of the Website by any third party.

Each Website is available on the World Wide Web and accessing either is not restricted to anyone, but certain features will be available for registered clients only. To access these features a user name and password is required. Where we have provided a password enabling you to access parts of our Websites or use our services, it is your responsibility to keep this password confidential. Please do not share your password with anyone.

Each Website and the information, names, images, pictures, logos regarding or relating to HRBC are provided "as is" without any representation or endorsement made and without warranty of any kind whether express or implied. In no event will HRBC be liable for any damages including, without limitation, indirect or consequential damages, or any damages or loss of profits whatsoever arising from the use or in connection with such use or loss of use of the site, whether in contract or in negligence.

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Documents on this site may be copied for personal, non-commercial use only on the condition that copyright and source indications are also copied, no modifications are made and the document is copied entirely. Any communication or material that you transmit to, or post on, any public area of the site including any data, questions, comments, suggestions or the like is, and will be treated as, non-confidential and non-proprietary information.

Compliance with the law

These terms and conditions shall be governed and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

HRBC will release personal information where required by National Authorities when in compliance with all prevailing rules and regulations, (including auditing requirements) to which we are subject. We may also exchange information with other companies and organisations for fraud protection and credit risk reduction.

Contacts

Should you have any queries concerning your personal information or any questions on our use of the information relating to this Privacy Policy Statement please Email them to the Data Protection Officer dpo@hrbc.co.uk with the appropriate subject as below:

- “Privacy Policy Statement Enquiry”.
- “Data Protection Enquiry”
- “Cookie Enquiry”.
- “Material Enquiry”.
- “Subject Access Enquiry”