



SupplyNow Limited Data Protection Policy

Company Name: SupplyNow Limited

GDPR Contact Details: Joseph Raffell (Interim DPO) GDPR@engagepartners.co.uk - Engage Partners Limited Group

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Introduction

All organisations that process personal data are required to comply with data protection legislation. This includes, in particular, the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) – together the ‘Data Protection Laws’. The Data Protection Laws give individuals (known as ‘data subjects’) certain rights over their personal data whilst imposing certain obligations on the organisations that process their data.

As a recruitment business, SupplyNow Limited collects and processes both personal data and sensitive personal data. It is required to do so to comply with other legislation. It is also required to keep this data for different periods depending on the nature of the data.



This policy sets out how SupplyNow Limited implements the Data Protection Laws. It should be read in conjunction with the Data Protection Procedure.

Definitions

In this policy, the following terms have the following meanings:

‘consent’ means any freely given, specific, informed and unambiguous indication of an individual’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

‘data controller’ means an individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data;

‘data processor’ means an individual or organisation which processes personal data on behalf of the data controller;

‘personal data’* means any information relating to an individual who can be identified, such as by a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

‘personal data breach’ means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data;

‘processing’ means any operation or set of operations performed on personal data, such as collection, recording, organisation, structuring, storage (including archiving), adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

‘profiling’ means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to an individual, in particular to analyse or predict aspects concerning that natural person’s performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;

‘pseudonymisation’ means the processing of personal data in such a manner that the personal data can no longer be attributed to an individual without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable individual;

‘sensitive personal data or special categories of personal data’* means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data, data concerning health, an individual’s sex life or sexual orientation and an individual’s criminal convictions.

* For the purposes of this policy, we use the term ‘personal data’ to include ‘sensitive personal data’ except where we specifically need to refer to sensitive personal data.

‘Supervisory authority’ means an independent public authority which is responsible for monitoring the application of data protection. In the UK, the supervisory authority is the Information Commissioner’s Office (ICO).



Data Processing under Data Protection Laws

SupplyNow Limited processes personal data in relation to its own staff, work-seekers and individual client contacts and is a data controller for the purposes of the Data Protection Laws. SupplyNow Limited has registered with the ICO, and its registration number is Z1529513.

SupplyNow Limited may hold personal data on individuals for the following purposes:

- Staff administration;
- Advertising, marketing and public relations [please refer to our Marketing Policy];
- Accounts and records;
- Administration and processing of work-seekers' personal data for the purposes of providing work-finding services, including processing using software solution providers and back office support;
- Administration and processing of clients' personal data for the purposes of supplying/introducing work-seekers and;
- Child Protection and Safeguarding

The Company will only process personal data where it has a legal basis for doing so. Where the Company does not have a legal reason for processing personal data, any processing will be a breach of the Data Protection Laws.

1. The data protection principles

The Data Protection Laws require SupplyNow Limited, acting as either data controller or data processor, to process data in accordance with the principles of data protection. These require that personal data is:

1. Processed lawfully, fairly and in a transparent manner;
2. Collected for specified and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
4. Accurate and kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
5. Kept for no longer than is necessary for the purposes for which the personal data are processed;
6. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures; and that
7. The data controller shall be responsible for, and be able to demonstrate, compliance with the principles.

2. Legal bases for processing

SupplyNow Limited will only process personal data where it has a legal basis for doing so (see Annexe A). Where SupplyNow Limited does not have a legal reason for processing personal data, any processing will be a breach of the Data Protection Laws.



SupplyNow Limited will review the personal data it holds on a regular basis to ensure it is being lawfully processed and it is accurate, relevant and up to date, and those people listed in the Appendix shall be responsible for doing this.

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Before transferring personal data to any third party (such as past, current or prospective employers, suppliers, customers and clients, intermediaries such as umbrella companies, persons making an enquiry or complaint and any other third party (such as software solutions providers and back office support), SupplyNow Limited will establish that it has a legal reason for making the transfer.

3. Privacy by design and by default

SupplyNow Limited has implemented measures and procedures that adequately protect the privacy of individuals and ensure that data protection is integral to all processing activities. This includes implementing measures such as:

- data minimisation (i.e. not keeping data for longer than is necessary);
- pseudonymisation;
- anonymization;
- cyber security.

Rights of the Individual

SupplyNow Limited shall provide any information relating to data processing to an individual in a concise, transparent, intelligible and easily accessible form, using clear and plain language. The information shall be provided in writing, or by other means, including, where appropriate, by electronic means. SupplyNow Limited may provide this information orally if requested to do so by the individual.

1. Privacy notices

Where SupplyNow Limited collects personal data from the individual, SupplyNow Limited will give the individual a privacy notice at the time it first obtains the personal data.

Where SupplyNow Limited collects personal data other than from the individual directly, it will give the individual a privacy notice within a reasonable period after obtaining the personal data, but at the latest within one month. If SupplyNow Limited intends to disclose the personal data to a third party, then the privacy notice will be issued when the personal data is first disclosed (if not issued sooner). In most cases, this will be in the form of SupplyNow Limited's onboarding form.

Where SupplyNow Limited intends to further process the personal data for a purpose other than that for which the data was initially collected, SupplyNow Limited will give the individual information on that other purpose and any relevant further information before it does the further processing.

2. Subject access requests

The individual is entitled to access their personal data on request from the data controller. A request for access can be made by contacting - gdpr@engagepartners.co.uk

3. Rectification



The individual or another data controller, at the individual's request, has the right to ask SupplyNow Limited to rectify any inaccurate or incomplete personal data concerning an individual.

If SupplyNow Limited has given the personal data to any third parties, it will tell those third parties that it has received a request to rectify the personal data unless this proves impossible or involves disproportionate effort. Those third parties should also rectify the personal data they hold; however, SupplyNow Limited will not be in a position to audit those third parties to ensure that the rectification has occurred.

4. Erasure

The individual or another data controller at the individual's request, has the right to ask SupplyNow Limited to erase an individual's personal data.

If SupplyNow Limited receives a request to erase it will ask the individual if s/he want his personal data to be removed entirely or whether s/he is happy for his or her details to be kept on a list of individuals who do not want to be contacted in the future (for a specified period or otherwise). SupplyNow Limited cannot keep a record of individuals whose data it has erased so the individual may be contacted again by SupplyNow Limited should SupplyNow Limited come into possession of the individual's personal data at a later date.

If SupplyNow Limited has made the data public, it shall take reasonable steps to inform other data controllers and data processors processing the personal data to erase the personal data, taking into account available technology and the cost of implementation.

If SupplyNow Limited has given the personal data to any third parties, it will tell those third parties that it has received a request to erase the personal data, unless this proves impossible or involves disproportionate effort. Those third parties should also rectify the personal data they hold; however, SupplyNow Limited will not be in a position to audit those third parties to ensure that the rectification has occurred.

A request for erasure can be made by contacting - gdpr@engagepartners.co.uk

Please Note: Exemptions apply in the education sector where data processing is necessary to comply with a legal obligation.

5. Restriction of processing

The individual or a data controller at the individual's request has the right to ask SupplyNow Limited to restrict its processing of an individual's personal data where:

- The individual challenges the accuracy of the personal data;
- The processing is unlawful and the individual opposes its erasure;
- SupplyNow Limited no longer needs the personal data for the purposes of the processing, but the personal data is required for the establishment, exercise or defence of legal claims; or
- The individual has objected to processing (on the grounds of a public interest or legitimate interest) pending the verification of whether the legitimate grounds of SupplyNow Limited override those of the individual.

If SupplyNow Limited has given the personal data to any third parties, it will tell those third parties that it has received a request to restrict the personal data, unless this proves impossible or involves disproportionate effort. Those third parties should also rectify the personal data they hold; however, SupplyNow Limited will



not be in a position to audit those third parties to ensure that the rectification has occurred. Further to this, third parties will have the right to return data where there is a legal obligation to do so.

6. Data portability

The individual shall have the right to receive personal data concerning him or her, which he or she has provided to SupplyNow Limited, in a structured, commonly used and machine-readable format and have the right to transmit those data to another data controller in circumstances where:

- The processing is based on the individual's consent or a contract; and
- The processing is carried out by automated means.

Where feasible, SupplyNow Limited will send the personal data to a named third party on the individual's request.

7. Object to processing

An individual has the right to object to their personal data being processed based on a public interest or a legitimate interest. The individual will also be able to object to the profiling of their data based on a public interest or a legitimate interest.

SupplyNow Limited shall cease processing unless it has compelling legitimate grounds to continue to process the personal data which override the individual's interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

Individuals request the right to object to their personal data for direct marketing. Please refer to SupplyNow Limited's Marketing Policy for further information.

8. Enforcement of rights

All requests regarding individual rights should be sent to the person whose details are listed in the Appendix.

SupplyNow Limited shall act upon any subject access request, or any request relating to rectification, erasure, restriction, data portability or objection or automated decision-making processes or profiling within one month of receipt of the request. SupplyNow Limited may extend this period for two further months where necessary, taking into account the complexity and the number of requests.

Where SupplyNow Limited considers that a request under this section is '*manifestly unfounded*' or '*manifestly excessive*' due to the request's repetitive nature, SupplyNow Limited may either refuse to act on the request or may charge a reasonable fee, taking into account the administrative costs involved.

These terms in italics above are defined by the ICO, and more information can be [found here](#)

9. Automated decision making

SupplyNow Limited will not subject individuals to decisions based on automated processing that produce a legal effect or a similarly significant effect on the individual, except where the automated decision:

- Is necessary for the entering into or performance of a contract between the data controller and the individual;
- Is authorised by law; or



- The individual has given their explicit consent.

SupplyNow Limited will not carry out any automated decision-making or profiling using the personal data of a child.

Reporting personal data breaches

All data breaches should be referred to the persons whose details are listed in the Appendix.

1. Personal data breaches where SupplyNow Limited is the data controller:

Where SupplyNow Limited establishes that a personal data breach has taken place, SupplyNow Limited will take steps to contain and recover the breach. Where a personal data breach is likely to result in a risk to the rights and freedoms of any individual, SupplyNow Limited will notify the ICO.

Where the personal data breach happens outside the UK, SupplyNow Limited shall alert the relevant supervisory authority for data breaches in the affected jurisdiction.

2. Personal data breaches where SupplyNow Limited is the data processor:

SupplyNow Limited will alert the relevant data controller as to the personal data breach as soon as they are aware of the breach.

3. Communicating personal data breaches to individuals

Where SupplyNow Limited has identified a personal data breach resulting in a high risk to the rights and freedoms of any individual, SupplyNow Limited shall tell all affected individuals without undue delay.

SupplyNow Limited will not be required to tell individuals about the personal data breach where:

- SupplyNow Limited has implemented appropriate technical and organisational protection measures to the personal data affected by the breach, in particular to make the personal data unintelligible to any person who is not authorised to access it, such as encryption.
- SupplyNow Limited has taken subsequent measures which ensure that the high risk to the rights and freedoms of the individual is no longer likely to materialise.
- It would involve disproportionate effort to tell all affected individuals. Instead, SupplyNow Limited shall make a public communication or similar measure to inform all affected individuals.

All individuals have the following rights under the Human Rights Act 1998 (HRA), and in dealing with personal data, these should be respected at all times:

- Right to respect for private and family life (Article 8).
- Freedom of thought, belief and religion (Article 9).
- Freedom of expression (Article 10).
- Freedom of assembly and association (Article 11).
- Protection from discrimination in respect of rights and freedoms under the HRA (Article 14).

If you have a complaint or suggestion about SupplyNow Limited's handling of personal data then please contact the person whose details are listed in the Appendix to this policy.



Alternatively, you can contact the ICO directly on 0303 123 1113 or at <https://ico.org.uk/global/contact-us/email/>

The person responsible for the following process is **Andy Carter, DPO - gdpr@engagepartners.co.uk**

- adding, amending or deleting personal data;
- responding to subject access requests/requests for rectification, erasure, restriction, data portability, objection and automated decision making processes and profiling;
- reporting data breaches/dealing with complaints;

Appendix - Annexe A

a) The lawfulness of processing conditions for personal data is:

1. **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
2. **Contract:** the processing is necessary for the performance of a contract with the data subject or in order to take specific steps before entering into a contract.
3. **Legal obligation:** the processing is necessary for compliance with a legal obligation to which the data controller/data processor is subject to.
4. **Vital interests:** the processing is necessary to protect someone's life.
5. **Public task:** the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official functions, and the task or function has a clear basis in law.
6. **Legitimate interests:** the processing is necessary for the legitimate interests pursued by the data controller or a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

b) The lawfulness of processing conditions for sensitive personal data are:

1. Explicit consent of the individual for one or more specified purposes, unless reliance on consent is prohibited by UK law.
2. Processing is necessary for carrying out data controller obligations under employment, social security or social protection law, or a collective agreement, providing for appropriate safeguards for the fundamental rights and interests of the individual.
3. Processing is necessary to protect the vital interests of the individual or another individual where the individual is physically or legally incapable of giving consent.
4. In the course of its legitimate activities, processing is carried out with appropriate safeguards by a foundation, association or any other not-for-profit body, with a political, philosophical, religious or trade union aim and on condition that the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes) and provided there is no disclosure to a third party without the consent of the individual.
5. Processing relates to personal data which is manifestly made public by the individual.
6. Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.
7. Processing is necessary for reasons of substantial public interest on the basis of UK law, which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and interests of the individual.
8. Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or



treatment or the management of health or social care systems and services on the basis of UK law or a contract with a health professional and subject to the necessary conditions and safeguards.

9. Processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of healthcare and of medicinal products or medical devices, on the basis of UK law which provides for suitable and specific measures to safeguard the rights and freedoms of the individual, in particular professional secrecy.
10. Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard fundamental rights and interests of the individual.

Key Contacts

Data Protection Officer [Interim] - **Joseph Raffell** - GDPR@engagepartners.co.uk

Technology Success Manager - **Amy Jones** - amy.jones@engagepartners.co.uk

Transformation Director - **Nina Boniface** - nina.boniface@engagepartners.co.uk

Customer Care Department - customercare@engage-education.com