



Privacy and Fair Processing Notice  
(Employees and Workers)

# Data Protection Privacy and Fair Processing Notice (Employees and Workers)

## Contents

Data Protection Privacy and Fair Processing Notice (Employees and Workers).....	3
What Personal Information Do We Collect About You?.....	3
How Is Your Personal Information Collected? .....	4
What Do We Use Your Personal Information For? .....	5
If You Fail to Provide Personal Information .....	8
Change of Purpose .....	8
How We Use Your Sensitive Personal Information.....	8
Do We Need Your Consent to Use Your Personal Information? .....	9
How We Use Information About Criminal Convictions .....	9
Automated Decision-Making .....	9
Data Sharing .....	10
When We May Need to Share Your Personal Information with Third Parties.....	10
Who Might We Share Your Personal Information With? .....	10
How Do We Keep Information That We Share with Third-Party Service Providers and Other Entities in the Atalian Servest Group Safe? .....	10
When We May Share Your Personal Information with Other Entities in the Group .....	10
When We May Share Your Personal Information with Other Third Parties .....	11
Transferring Information Outside the European Economic Area (EEA).....	11
How Do We Keep Your Data Safe? .....	11
How Long Is Your Personal Information Kept? .....	12
Your Rights and How You Can Control the Information We Hold About You .....	12
Your Duty to Inform Us of Changes .....	13
Right to Withdraw Consent .....	13
Data Protection Officer.....	13
How To Make a Complaint.....	13
How We Keep This Notice Up to Date .....	14

## **Data Protection Privacy and Fair Processing Notice (Employees and Workers)**

The Atalian Servest group of companies is committed to ensuring that your data and privacy are protected. This notice sets out how we will process and protect your personal information prior to, during, and after your working relationship with us.

Each company in the Atalian Servest group is a “data controller” for the purposes of the General Data Protection Regulation 2016 (GDPR) and data protection legislation. The relevant controller of your personal information will be the Atalian Servest company you are employed, engaged and paid by.

This notice applies to current and former employees, workers and contractors. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time.

**It is important that you read this notice, together with any other privacy 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 such information.**

### **What Personal Information Do We Collect About You?**

We may collect, store, and use the following categories of personal information about you:

- **Identity Data:** nationality, name, title, date of birth, gender, national insurance number, photographs, images, audio recordings.
- **Contact Data:** address, telephone number(s), personal email addresses, IP address, and emergency contact information.
- **Next of Kin Data:** Relationship, emergency contacts, marital status, details of dependant(s).
- **Finance Data:** Bank account details, credit reference checks, payroll records and tax records and tax status.
- **Employment Data:** Employment history, job title, working hours, days of work, overtime, flexible working requests, workplace, salary or hourly rate, annual leave, pension schemes (both state and occupational) and benefits information, start and leaving date, holiday, working patterns, maternity, paternity, shared parental and adoption leave and pay, contract terms, contract variations, and continuous service date.
- **Qualification Data:** Education history, evidence of qualifications, professional memberships and licences including but not limited to appropriate driving licence, security clearance, Security Industry Authority (SIA) licence.
- **Recruitment Data:** a copy of your passport or visa, application form, referee and reference names and contact details, curriculum vitae, proof of address documents, cover letter interview notes, right to work documentation, immigration status and references.
- **Performance Data:** probation reviews, learning and development needs/records, training records, performance reviews, appraisals, work history, remuneration history, promotions, whistleblowing matters.
- **Disciplinary and Grievance Data:** grievance matters and records, documentation related to investigations, hearings and warnings/sanctions issued, meeting notes, investigation notes, audio recordings, letters and communications in relation thereto.

- **Monitoring Data:** information about your use of company information and communications systems, images, photographic, audio and fixed and mobile (CCTV) images, swipe card records, location, vehicle driving data, speed and location and other information obtained through electronic means.
- **Absence Data:** First aid records, injury at work and third party accident information, sickness record, special leave etc.

We may also collect, store and use the following **Special Categories** of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, disability status, gender identification, sexual orientation and political opinions
- Trade union membership
- Information about your health and wellbeing, either direct from you or from health checks, eye examinations, occupational health referrals and reports, sick leave forms, health management questionnaires and fit notes e.g. Fitness for Work from your GP or hospital
- Accident at work records
- Details of any desk audits/assessments, access needs or reasonable adjustments
- Genetic information and biometric data
- Information about charges, criminal convictions and offences

## How Is Your Personal Information Collected?

We collect information about you from the following sources:

- Directly from you.
- From an employment agency.
- From your employer if you are a secondee.
- From referees, either external or internal.
- From security clearance providers.
- From Occupational Health and other health providers.
- From Pension administrators and other government departments, for example tax details from HMRC.
- From your Trade Union.
- From providers of staff benefits.
- From CCTV and photographic images from our landlords, or taken using our own CCTV and monitoring systems.
- Images and location from door entry/exit systems.

**It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.**

## What Do We Use Your Personal Information For?

We will use your personal information to enable us to:

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
Make decisions about your application, recruitment or appointment, including transfer into the business and determining the terms on which you work for us.	<ul style="list-style-type: none"> <li>Identity Data</li> <li>Contact Data</li> <li>Recruitment Data</li> <li>Qualification Data</li> </ul>	<ul style="list-style-type: none"> <li>Performance of a contract with you.</li> <li>Necessary to comply with a legal obligation.</li> <li>Necessary for our legitimate interests (for running our business and administering the recruitment process).</li> </ul>
Undertake background checks including: <ul style="list-style-type: none"> <li>checking any references;</li> <li>ensuring you are legally entitled to work in the UK;</li> <li>checking any legal qualifications required for a role.</li> </ul>	<ul style="list-style-type: none"> <li>Identity Data</li> <li>Contact Data</li> <li>Recruitment Data</li> <li>Qualification Data</li> </ul>	<ul style="list-style-type: none"> <li>Necessary to comply with a legal obligation.</li> <li>Necessary for our legitimate interests (for running our business and administering the recruitment process).</li> </ul>
Administer the contract we have entered into with you, including: <ul style="list-style-type: none"> <li>paying you;</li> <li>making appropriate deductions relation to tax, national insurance (or attachment to earnings);</li> <li>providing employee benefits to you;</li> <li>liaising with your pension provider.</li> </ul>	<ul style="list-style-type: none"> <li>Identity Data</li> <li>Contact Data</li> <li>Finance Data</li> <li>Next of Kin Data</li> </ul>	<ul style="list-style-type: none"> <li>Performance of a contract with you.</li> <li>Necessary to comply with a legal obligation.</li> <li>Necessary for our legitimate interests (for running our business and administering your employment).</li> </ul>
Reviewing, investigating and making decisions about your performance, role, activities and continued employment or engagement, including transfer out of the business (for example to another employer).	<ul style="list-style-type: none"> <li>Identity Data</li> <li>Contact Data</li> <li>Employment Data</li> <li>Performance Data</li> <li>Qualification Data</li> <li>Disciplinary and Grievance Data</li> <li>Absence Data</li> <li>Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>Performance of a contract with you.</li> <li>Necessary for our legitimate interests (to undertake reviews of staff performance and to consider any business reorganisation or group restructuring exercise).</li> <li>Necessary to comply with a legal obligation.</li> </ul>

<p>Manage our relationship with you, including notifying you about meetings and invitations, work-related communication, business news and activities, initiatives, strategy and changes to our policies or procedures.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Employment Data</li> </ul>	<ul style="list-style-type: none"> <li>• Performance of a contract with you.</li> <li>• Necessary to comply with a legal obligation.</li> <li>• Necessary for our legitimate interests (to run our business, administer your employment and keep our records updated).</li> </ul>
<p>Undertake business management reviews, organisation and planning, including accounting and auditing.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Employment Data</li> <li>• Performance Data</li> <li>• Qualification Data</li> <li>• Disciplinary and Grievance Data</li> <li>• Absence Data</li> <li>• Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (for running our business, provision of administration and management services and in the context of a business reorganisation or group restructuring exercise).</li> <li>• Necessary to comply with a legal obligation.</li> </ul>
<p>Undertake performance management, including conducting appraisals regarding performance, determining performance requirements, taking decisions about promotions and/or salary reviews.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Employment Data</li> <li>• Performance Data</li> <li>• Qualification Data</li> <li>• Disciplinary and Grievance Data</li> <li>• Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>• Performance of a contract with you.</li> <li>• Necessary to comply with a legal obligation.</li> <li>• Necessary for our legitimate interests (for business management, assessing suitability for promotions and understand training and development requirements).</li> </ul>
<p>Make arrangements for the termination of our working relationship, including arranging any redundancy or other termination payments.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Employment Data</li> <li>• Contact Data</li> <li>• Finance Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (for running our business, provision of administration and management services and in the context of a business reorganisation or group restructuring exercise).</li> <li>• Necessary to comply with a legal obligation.</li> </ul>
<p>Deal with investigations, grievance and disciplinary meetings, discussions and proceedings, including gathering relevant evidence.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Employment Data</li> <li>• Performance Data</li> <li>• Qualification Data</li> <li>• Disciplinary and Grievance Data</li> <li>• Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation.</li> </ul>

<p>Provide employee liability information to a new service provider pursuant to Transfer of Undertakings (Protection of Employment) Regulations (“TUPE”).</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Employment Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation.</li> </ul>
<p>Deal with claims, regulatory investigations and legal disputes involving you, or other employees, workers and contractors, including accidents at work.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Employment Data</li> <li>• Performance Data</li> <li>• Qualification Data</li> <li>• Disciplinary and Grievance Data</li> <li>• Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation.</li> </ul>
<p>To protect your health and wellbeing and comply with health and safety obligations.</p>	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Monitoring Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation (including equal opportunities monitoring) and to ensure the health and wellbeing of employees.</li> </ul>
<p>Undertake fraud prevention.</p>	<ul style="list-style-type: none"> <li>• Finance Data</li> <li>• Identity Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation.</li> </ul>
<p>Monitor your use of company information and communication systems.</p>	<ul style="list-style-type: none"> <li>• Monitoring Data</li> <li>• Identity Data</li> <li>• Performance Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to ensure compliance with our IT policies and ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution).</li> </ul>
<p>Monitor your use of company vehicles.</p>	<ul style="list-style-type: none"> <li>• Monitoring Data</li> <li>• Identity Data</li> <li>• Employment Data</li> <li>• Performance Data</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to increase efficient use of resources, to ensure compliance with our company vehicle policies, to reduce maintenance costs, to reduce the frequency of accidents, to reduce emissions, to enable us to comply with health and safety obligations).</li> <li>• Necessary to comply with a legal obligation</li> </ul>

Conduct data analytics studies.

- Employment Data
- Identity Data
- Employment Data
- Performance Data
- Necessary for our legitimate interests (to better understand employee retention and attrition rates).

We may also use your personal information in the following situations, however these are likely to be rare:

- a) Where we need to protect your vital interests (or someone else's vital interests).
- b) Where it is needed in the public interest or for official purposes.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

## If You Fail to Provide Personal Information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

## Change of Purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## How We Use Your Sensitive Personal Information

We may collect, store and use the following “special categories” of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Trade union membership (only where you have mentioned this in your application e.g. where you list being a union representative in “positions of responsibility”).
- Information about your health, including any medical condition, health and sickness including pre-employment screening.
- Biometric data, which includes data collected by facial recognition systems.
- Information about criminal convictions and offences.

We need further justification for processing these “special categories” of sensitive personal information and may only process such personal information:

- when we need to carry out our legal obligations, where processing is lawfully authorised, or to exercise rights in connection your role. For example, we will use information about your physical or mental health, or disability status, to ensure your health and safety in the

workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence, family related leave and to administer benefits.

- if it is needed in the public interest: for example, we will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equality and diversity monitoring and reporting.
- in limited circumstances, with your explicit consent. However, we do not need your consent to use special categories of your personal information to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of any offer of employment with us that you agree to any request for consent from us.

## **Do We Need Your Consent to Use Your Personal Information?**

Whilst we always want you to be aware of how we are using your personal information, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal information without asking your consent because:

- it is necessary for performance of your work and employment contract;
- we are required to take certain actions to meet our legal or regulatory obligations e.g. confirming your “right to work” in the UK;
- we need to use your personal information for our own legitimate purposes (such as the administration and management of our business, and the improvement of our services and network) and our doing so will not interfere with your privacy.

## **How We Use Information About Criminal Convictions**

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations, with consent or in our legitimate interests and provided we do so in line with our Data Protection Policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you while you work for us.

## **Automated Decision-Making**

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

## **Data Sharing**

### **When We May Need to Share Your Personal Information with Third Parties**

We may share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

### **Who Might We Share Your Personal Information With?**

We will share your personal information:

- with any supplier we use in the recruitment process or while vetting applicants;
- with third party goods and/or service providers (including contractors and designated agents) for the purposes of pension administration, benefits provision and administration, provision of training, uniforms, vehicle suppliers and hire companies, IT services, ID badges and passes, access to client controlled premises, sites and office buildings, company surveys, ACAS and Employment Tribunal Offices, insurers, courts, regulators, professional advisers;
- with Department for Work and Pensions, HM Revenue & Customs, Trade Unions, the Hospital Saturday Fund, Student Loan Company, life assurance and health insurance providers;
- with current and potential clients with whom you have or may have contact and their professional advisers;
- with industry bodies with whom you have collective agreements or for learning, training, development or qualification purposes;
- if we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, in order to enforce any legal agreements we enter into with you, to protect the rights, property, or safety of our clients, ourselves or others. This includes exchanging information with other companies and organisations for the purpose of insurance, crime and fraud investigation, prevention, detection and protection;
- with other entities in the Atalian Servest Group.

### **How Do We Keep Information That We Share with Third-Party Service Providers and Other Entities in the Atalian Servest Group Safe?**

All our third-party service providers and other entities in the Atalian Servest Group are required to take appropriate security measures to protect your personal information in line with our policies, the GDPR and data protection legislation. We do not allow third-parties to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **When We May Share Your Personal Information with Other Entities in the Group**

We will share your personal information with other entities in the Atalian Servest Group to administer your contract of employment, to process payments to you, to process benefits, manage work deployment, to process and provide learning and development, disciplinary and related matters, as part of our regular reporting activities on company performance, in the context of a business reorganisation, group restructuring exercise, for system maintenance support and hosting of data.

## When We May Share Your Personal Information with Other Third Parties

We may share your personal information with other third parties, for example in the context of the possible sale, transfer (whole or part) or restructuring of the business. We may also need to share your personal information with clients, prospective clients and government agencies, regulators or to otherwise comply with the law.

In some circumstances, we may be asked by a client with whom you work or have worked or otherwise have or may have contact (and their professional advisers) to provide your personal information for the purposes of an audit, compliance or evaluation of the services provided or to be provided by us. If any sensitive personal information is requested we shall where we do not already hold your consent or it is not otherwise in our legitimate interests (and it is reasonable to expect and will have a minimal privacy impact), contact you to seek your express consent before disclosing the same.

We may also be asked to provide your name and a summary of your work experience and qualifications to our existing clients or potential clients. Where we act as sub-contractors on projects and facilities management jobs, we may need to provide training certificates, employment history, experience, CV and personal contact information to the client and/or the potential client and/or main contractor to meet our legal obligation to comply with health and safety requirements.

## Transferring Information Outside the European Economic Area (EEA)

We, or our sub-contractors, may transfer your personal information to, and store it at, a destination outside the EEA, including Atalian Servest Group companies based in the UK after the UK has left the EU. In all such cases, we shall ensure appropriate safeguards are put in place to protect your personal data and your rights and freedoms.

Where we, or our sub-contractors, use IT systems or software that is provided by non-UK companies, your personal data may be stored on the servers of these non-UK companies outside the EEA.

**In all cases where your personal data is transferred to a destination outside the EEA, we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this notice, which may include confirming that any US-based companies are registered under the US Privacy Shield or entering specific contracts approved by the European Commission which give personal data the same protection it has in Europe.**

**When the UK leaves the EU, we will continue to comply with the GDPR and all data protection laws affecting the transfer of Personal Data to a country outside the EEA. Until further notice, we will utilise European Commission standard contract clauses as the appropriate safeguard.**

## How Do We Keep Your Data Safe?

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These include:

- only storing your electronic personal data on our secure servers or in a secure cloud environment;
- ensuring that our staff receive regular data protection and information security awareness training;
- keeping paper records to a minimum and ensuring that those we do have are stored in locked filing cabinets, desks or archived storage on and off our office premises;

- maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems; and
- enforcing a strict policy on the use of mobile devices and out of office working.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## How Long Is Your Personal Information Kept?

We will only retain your personal information 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. Details of retention periods for different aspects of your personal information are available in our Retention Policy which is available from the Data Protection Officer, on The Hive or Atalianworld. Alternatively, your line manager will supply you with a copy. 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 information, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer an employee, worker or contractor of the company we will retain and securely destroy your personal information in accordance with our Retention Policy.

## Your Rights and How You Can Control the Information We Hold About You

You may have the right to exercise one or more of the following rights to:

- **Request access** to your personal information (commonly known as a subject access request (SAR) or data subject access request (DSAR)). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it, subject to a limited number of exceptions.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below). However, if we still need to retain some data for the purposes of meeting our legal obligations, it will not be erased even if you request this.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

The above rights do not apply in all cases, particularly where personal data must be processed and/or retained for legitimate, legal or regulatory reasons.

If you want to exercise any of these rights, please contact the Data Protection Officer in writing. We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

You can find full details of your personal data rights on the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk).

## Your Duty to Inform Us of Changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes (such as a change of name, address or bank details) during your working relationship with us.

## Right to Withdraw Consent

Where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time, please contact the Data Protection Officer or complete the "Withdrawal of consent form" on The Hive or AtalianWorld. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to (unless we have another legitimate basis for doing so in law).

## Data Protection Officer

We have a Data Protection Officer who oversees compliance with this notice. If you have any questions about this notice or how we handle your personal information, please contact the Data Protection Officer:

- ✉ **in writing** at: Atalian Servest Limited, Vicon House, 2 Western Way, Bury St Edmunds, Suffolk IP33 3SP.
- ✉ by **email** at: [Data.gb.servest@atalianworld.com](mailto:Data.gb.servest@atalianworld.com)
- ☎ by **telephone** on 0800 614678

## How To Make a Complaint

If at any time, for any reason, you are unhappy with how we hold or process your personal information, please raise your concerns with the Data Protection Officer immediately.

You are also entitled to make a complaint to the Information Commissioner's office at [www.ico.org.uk](http://www.ico.org.uk). Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address these beforehand.

## How We Keep This Notice Up to Date

We will review and update this notice from time to time. This may be to reflect a change to our internal procedures or it may be to reflect a change in the law. The most current version of this notice will govern our processing of your personal data.

If while we still hold your personal information we make a change to this notice which, in our sole discretion is material, we will notify you by the most appropriate method relevant to you.