LIQUID FRIDAY
Building a better workforce world.

Web Site Privacy Notice

This is the privacy notice of **Liquid Friday Ltd.** In this document, "we", "our", or "us" refer to **Liquid Friday Ltd.**

We are company number **05887477** registered in England.

Our registered office is at **3-6 The Quarterdeck, The Boardwalk, Port Solent, PO6 4TP.**

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.

2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.

3. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

4. Our policy complies with UK law, including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

5. The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. This Privacy Notice explains how we collect, use, store and disclose your personal data, the purposes for which we process it, the legal bases we rely upon and your rights in relation to your personal data.

6. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes then if required by law, we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When you agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We use it in order to:

1.1. verify your identity for security purposes

1.2. provide you with our services

1.3. provide you with suggestions and advice on products, services and how to obtain the most from using our website

1.4. administer your account, employment or engagement, where applicable

1.5. process payments, payroll, timesheets or other information necessary to provide our services

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

As required by law and the terms of our service we will update you on legal and operational matters regardless of your Opt In status. This forms part of our legal obligation to comply.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract in line with our Data Retention Protection.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including job opportunities and our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful. This will only be done with your explicit consent.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us compliance@liquidfriday.co.uk. However, if you do so, you may not be able to access of all of our services further.

3. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

We may also be required to provide personal data to HM Revenue & Customs, government departments, regulators, courts or other public authorities where required or authorised by law.

This may include your personal information.

4. Complaints regarding content on our website

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

Free speech is a fundamental right, so we must make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

5. Job application and employment

If you send us information in connection with a job application, we may keep it for up to six months in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for ten years before destroying or deleting it.

If you are engaged through Liquid Friday as an employee, worker or contractor, including where you obtain work through a recruitment agency or employment business, we may process your personal data for purposes including payroll, employment administration, assignment management, timesheets, expenses, compliance, right to work checks, health and safety, absence management and other employment or engagement-related purposes.

Further information about how we process employee, worker and contractor data is contained in our Employee Privacy Notice.

6. Sending a message to our team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high-quality service.

7. Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. Where necessary and lawful, we may share relevant information with another person or organisation involved in the complaint. For example, where a complaint relates to an assignment involving a recruitment agency or end client, we may need to share relevant information with that agency or end client in order to investigate and respond to the complaint.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

Use of information we collect through automated systems when you visit our website

8. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If choose not to use cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

We use cookies in the following ways:

8.1. to track how you use our website

8.2. to record whether you have seen specific messages we display on our website

8.3. to record your answers to surveys and questionnaires on our site while you complete them

8.4. to record the conversation thread during a live chat with our support team

We provide more information about the cookies we use in our cookie policy.

9. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

10. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

Access to your own information

11. Access to your personal information

11.1. At any time you may review or update personally identifiable information that we hold about you, by signing in to your online portal on our website or by contacting the team on 02392 883300.

11.2. To obtain a copy of any information that is not provided on our website you may send us a request at compliance@liquidfriday.co.uk

11.3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

12. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

13. Use of site by children

13.1. We do not sell products or provide services for purchase by children, nor do we market to children.

13.2. If you are under 16, you may use our website only with consent from a parent or guardian

14. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

15. How you can complain

15.1. If you are not happy with our privacy policy or if have any complaint, then you should tell us by email. Our address is dpo@liquidfriday.co.uk

15.2. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

15.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at https://ico.org.uk/concerns/

16. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

16.1. to provide you with the services you have requested;

16.2. to comply with other law, including for the period demanded by our tax authorities;

16.3. to support a claim or defence in court.

17. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

18. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.