



# Finyx Consulting Limited

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## Privacy Notice

For further information please [email info@finyx.com](mailto:info@finyx.com)

Finyx Consulting Limited

[www.finyx.com](http://www.finyx.com)

Company Registered in England & Wales No: 7978039

## Personal Data

Finyx Consulting Ltd is committed to respecting and protecting your privacy and the data you share with us. Here we explain when and why we collect personal information, how we use it, the conditions under which we may share it with others and what we do to keep it secure.

## Visitors to our website

When someone visits [www.finyx.com](http://www.finyx.com) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

## People who make a complaint to us

When we receive a complaint from a person we make a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

## People who use our service (clients)

Finyx Consulting offers various services to the private and public sectors.

We hold the details of the people who have requested our services in order to provide it. However, we only use these details to provide the service the person has requested, and for other closely related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received. Other examples would be billing or requests for security clearances.



## Job applicants, current and former Finyx consulting employees/consultants

When individuals apply to work at Finyx Consulting Ltd, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we need to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand, unless the disclosure is required by law.

If requested, personal information about unsuccessful candidates can be deleted after the recruitment exercise has been completed. Due to the nature of our work patterns the details of people resources will otherwise be archived and kept to a population with restricted access.

Once a person has taken up an employment or engagement with Finyx Consulting Ltd, we will compile a personal file relating to them. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment or engagement. Once their employment or engagement with Finyx Consulting has ended personal data can be deleted if requested, due to the nature of our work patterns the details of people resources will otherwise be archived and kept to a population with restricted access. In the majority of cases we have identified legitimate (and in most cases mutual) interests for storing personal data: to enable us to run the business, keep in touch for exercises of recruitment or in order to check that our data held is still accurate. We do not store "sensitive personal data" as identified by European and other data privacy laws in the following categories: racial or ethnic origin, political opinions, religious, philosophical or other similar beliefs, membership of a trade union or profession or trade association, physical or mental health, biometric or genetic data, sexual life.

## Legal basis for processing or storing personal data

In the majority of cases we have identified legitimate (and in most cases mutual) interests for storing personal data: to enable us to run the business, keep in touch for exercises of recruitment or in order to check that our data held is still accurate. We do not store "sensitive personal data" as identified by European and other data privacy laws in the following categories: racial or ethnic origin, political opinions, religious, philosophical or other similar beliefs, membership of a trade union or profession or trade association, physical or mental health, biometric or genetic data, sexual life.

Due to the nature of our business we will store limited company information, banking details, copies of passports and bills and other information required in order to run standard Pre-Employment/Engagement Screenings concerning right to work in the UK. Beyond this, when required by our clients, we will acquire data pertaining to criminal records and identity checks through basic disclosures or in rare cases more detailed security screenings. In these cases we will always ask for your consent to proceed. We'll ask that you to provide up to date information, we'll tell you what we will be using it for, who if anyone the resulting reports will be shared with and advise you of how you can subsequently request data deletion. All personal data stored under these circumstances is stored securely, with highly controlled access in accordance with our legal obligations and company policies.

## Complaints or queries

Finyx Consulting Ltd tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.



This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Finyx Consulting Ltd.'s collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to [admin@finyx.com](mailto:admin@finyx.com).

## Disclosure of personal information

In most circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we may need to share personal information with the organisation concerned and with other relevant bodies.

## Access to personal information

Finyx Consulting tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998 and, after May 25th 2018, the GDPR Regulations. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form; and • inform you of your rights regarding this information.

To make a request to Finyx Consulting for any personal information we may hold you need to email our Administration Department: [admin@finyx.com](mailto:admin@finyx.com), or writing to the address provided below: Finyx Consulting LTD, Innovation Centre, Innovation Way, Heslington, York, YO10 5DG

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you can ask us to correct any mistakes or to delete it, which we will where possible, and in accordance with the law. Your personal data will not be used for the purpose of direct marketing.



