

# Privacy Notice

## Statement

Concentre Consulting and its subsidiaries (“**CC**”) is committed to maintaining the privacy and security of your personal information (“**Personal Information**”) and complying with relevant data protection legislation. Please take the time to read this Privacy Policy, as it provides information about the types of Personal Information CC may collect and how it is used and protected.

## About Us

As a global professional services firm, CC acts as a data controller for the Personal Information provided by clients, business partners, and other individuals, including website users and job applicants. The details of CC entities who are data controllers of Personal Information are set out [here](#). If you have any questions about the data controller of your Personal Information, please refer to the “**Contact us**” section below.

## Collection and use of personal Information

The types of Personal Information that CC collects and processes about you depend on whether you are a potential or existing client or business partner, a CC website user or an applicant to a position within CC. Where you provide CC with Personal Information about other individuals (for example, other people within your organisation), please refer them to this Privacy Policy.

View the categories below to understand how CC collects and processes your personal Information.

## **CC Website users, or persons interacting with CC on Social media or by email.**

### **What information may CC collect?**

- Your name.
- Company
- Title.
- Email address.
- Telephone number.
- Your IP address.

### **How will CC collect your Personal Information?**

- Through requests or inquiries to CC through e-mail, social media sites or affiliated blogs.
- Through a subscription to an CC newsletter, blog or other marketing related messages.

- Through your access to CC websites (cookies may be placed on your computer or mobile device).

### **What does CC use your Personal Information for?**

CC uses the Personal Information it is provided with for legitimate business purposes, including marketing its services, engaging in business development activities or as otherwise permitted by applicable law. The following are examples of the ways CC uses your Personal Information for business purposes:

- To answer any inquiries or requests you make.
- To further communicate with you on any matter relating to your inquiry or request.
- To contact you about other CC information and services that may be of interest to you. (See section for “**Recipients of CC electronic messages**”).

### **Who will CC share your Personal Information with?**

CC will not sell, rent or trade your Personal Information to any third party and will only share your Personal Information with:

- I. Other CC entities.
- II. Third party service providers, who process data on CC’s behalf or who facilitate or are outsourced one or more aspects of the operation of the websites or the business such as our website providers and IT providers.
- III. Specific third parties in the context of a merger, acquisition, or sale of all or a portion of CC assets. In such cases, due notifications, as required by law, will be made.
- IV. Third parties where CC is required by law, such as to comply with a subpoena, or similar legal process in any country where CC operates or to conduct any similar sharing permitted by applicable law.

## **Potential Or existing Clients Or Business Partners**

### **What information may CC collect?**

- Your name
- Your surname
- Title.
- Company.
- Email address.
- Phone number
- Country
- Information gathered from public sources such as internet searches and our websites

**How will CC collect your Personal Information?**

- I. Through requests or inquiries to CC through e-mail, mail, social media sites or affiliated blogs.
- II. Through a business event or conference.
- III. In person (for example, if you provide your business card to a CC employee).
- IV. Provisions of services for or otherwise contracting with CC.
- V. Through the development of business partnerships.
- VI. At the occasion of visiting CC offices, facilities or accessing CC systems.
- VII. Through direct contact with CC by telephone (voice over IP (VOIP) telephones may capture your Personal Information).
- VIII. From public sources, such as internet searches, your company website and social media sites (such as LinkedIn and Twitter through questions, answers, comments and retweets between you and CC).

**What does CC use your Personal Information for?**

CC uses the Personal Information it is provided with for legitimate business purposes, including to enter into or perform obligations under the contract CC holds with you, or to engage with clients and business partners, to deliver its professional services, or as otherwise permitted by applicable law. The following are examples of the ways CC uses your Personal Information for business purposes:

- I. To provide professional services.
- II. To engage you as a business partner.
- III. To manage CC's business relationship with you or your employer.
- IV. To comply with legal obligations.
- V. To investigate and prevent fraud or misconduct.
- VI. To issue communications or billings around projects, contracts or joint endeavors.
- VII. To pursue or contract for work.
- VIII. To evaluate prospective service providers.
- IX. To answer questions and inquiries related to services of either party.
- X. To otherwise conduct everyday business activities, such as business development, business planning, strategic reviews and statistical, evaluation and reporting purposes.

- XI. To contact you about other CC information and services that may be of interest to you. (See section for “**Recipients of CC electronic messages**”).
- XII. All other areas where we have a legitimate interest and legal basis for processing.

**Who will CC share your Personal Information with?**

CC will not sell, rent or trade your Personal Information to any third party and will only share your Personal Information with:

- I. Other CC entities.
- II. Specific third parties in the context of a merger, acquisition, or sale of all or a portion of CC assets. In such cases, due notifications, as required by law, will be made.
- III. Third party service providers, who process data on CC’s behalf or who facilitate or are outsourced one or more aspects of the operation of the websites or the business. Third party service providers include IT service providers, lawyers in connection with actual or threatened litigation, and auditors.
- IV. CC business partners who provide services to our clients.
- V. CC clients where you are a business partner.
- VI. Third parties where CC is required by law, such as to comply with a subpoena, or similar legal process in any country where CC operates.
- VII. To third parties when it is reasonably believed that disclosure is necessary to protect people’s safety, security, rights or property, or as otherwise permitted by applicable law.
- VIII. To the police or financial crime and fraud detection agencies to investigate fraud or corruption, or to conduct any similar sharing permitted by applicable law.
- IX. To a government entity in response to a government request.
- X. To Building management companies in order for you to gain access to our buildings.

## Potential or Existing Job Applicants

During the recruitment policy, the Human Resources Department gather and store personal information for prospective staff members for the purpose of the recruitment process, these may include:

- Your name.
- Address.
- Contact details.
- Qualifications
- Employment history.
- Reference or results of employment checks.
- Your resume (CV).
- Information obtained from your cover letter and in the context of your job application.
- Eligibility to work.

All of this information will only be used purely for our HR and recruitment purposes to ensure individuals applications are processed in a timely manner and shortlisting is completed to ensure the role is filled, which is our legitimate business interest.

If your application is not successful, your CV will be deleted after 6 months. Should you wish for us to keep your CV for longer, in case a further role arises, you will need to consent to this by contacting the HR Department at [recruitment@hurleypalmerflatt.com](mailto:recruitment@hurleypalmerflatt.com) or [hr@hurleypalmerflatt.com](mailto:hr@hurleypalmerflatt.com) .

### How will CC collect your Personal Information?

- I. Directly from you when you provide it in your resume (CV) or in the context of a job application.
- II. From CC Careers webpages.
- III. From references you provide.
- IV. From references received from third parties such as education institutions or your current or past employers.
- V. From employment checks, including from publicly available sources, such as Google and LinkedIn.

### What does CC use your Personal Information for?

CC uses the Personal Information it is provided with for legitimate business purposes, including to enter into an employment relationship with you, and because there is a legitimate business need to assess job applications or as otherwise permitted by applicable law. The following are examples of the ways CC uses your Personal Information for business purposes:



- I. To consider your application and assess your suitability for the position applied for or for other suitable positions that might match your profile.
- II. To check/obtain information or references about you from third parties.
- III. To inform you of job opportunities, forums, actions or publications that might be of interest to you, as requested.
- IV. To review and assess CC's hiring policies, practices and statistics.

### **Who may CC share your Personal Information with?**

CC will not sell, rent or trade your Personal Information to any third party and will only share your Personal Information with:

- I. Other CC entities.
- II. Specific third parties in the context of a merger, acquisition, or sale of all or a portion of CC assets. In such cases, due notifications, as required by law, will be made.
- III. Third parties contacted by CC to verify your information and to obtain references such as your previous employers or education institutions.
- IV. Third party service providers which CC uses as part of the job application process.
- V. Third parties where CC is required by law, such as to comply with a subpoena, or similar legal process in any country where CC operates, or to conduct any similar sharing permitted by applicable law.

### **RECIPIENTS OF CC ELECTRONIC MESSAGES**

When you provide contact data to CC, including through CC websites, such as name and email address, CC may send you commercial electronic messages (such as emails) related to its services. If you receive such messages from CC, you may be in a business relationship with CC, you may have provided express or implied consent to receive commercial electronic messages from CC, or the electronic communication may not be subject to legal consent requirements. You may opt out of receiving marketing related electronic messages by clicking on the unsubscribe link contained in the footer of the message or by sending a blank email to [unsubscribe@hurleypalmerflatt.com](mailto:unsubscribe@hurleypalmerflatt.com) Please note that even if you opt-out of commercial electronic messages, CC may still need to contact you electronically with information about its business relationship with you, your account or data.

### **Worldwide Processing and Transferring of Personal Information**

CC operates globally and has worldwide affiliates. When you give CC your Personal Information, it may be transferred, processed and stored on servers in other countries in which CC operates and therefore, your data may be available to government authorities under lawful orders and laws applicable in such foreign jurisdictions.

To that extent, such Personal Information may not be afforded the same protections as under the laws of the jurisdiction in which you reside.

International transfers of Personal Information are subject to appropriate security measures and CC will take all reasonable steps to ensure that your Personal Information is protected and maintained in accordance with this Privacy Policy and applicable data privacy laws. By providing your Personal Information to CC you consent to CC's transmission to, and processing of, your Personal Information in any jurisdiction.

### **European Economic Area and Switzerland ("Europe")**

Where CC transfers data collected in Europe to locations outside of Europe, CC takes the appropriate steps to ensure that your Personal Information is protected, notably by:

Using particular contractual clauses otherwise known as 'standard contractual clauses' which have been approved by the European Commission or through a CC internal contractual commitment.

You can request more details about this by contacting: [privacy@hurleypalmerflatt.com](mailto:privacy@hurleypalmerflatt.com) or

Transferring to countries that have been deemed 'adequate' by the European Commission.

### **Protecting of your Personal Information**

CC employs reasonable and customary security measures and technologies to keep your Personal Information secure and protected against loss, misuse, and unauthorised access, disclosure, alteration and destruction. Where third party vendor organisations process Personal Information on CC's behalf (e.g., payroll or outsourcing companies), specific security arrangements will be implemented, when required, through contractual arrangements with those organisations.

CC may use your email address to contact you about a security incident involving your Personal Information.

E-mail monitoring or blocking software may be used for security purposes and for compliance with CC policies.

### **Links to Other Websites**

CC websites may also contain links to other web sites or services which are outside CC's control and are not covered by this Privacy Policy. If you access or share data to other sites using the links provided, the operators of these sites may collect data from you which will be used by them in accordance with their privacy policy, which may differ from ours. CC is not responsible or liable for the privacy standards and practices of third parties. Your use of such websites is at your own risk.

## **Social Media**

Any information you post or disclose on CC's social media or community forums (for example, YouTube, Twitter, or other social media applications) is public. CC cannot control the use of information disclosed in social media platforms or CC community forums. Exercise caution when disclosing information in public areas and be careful what Personal Information you disclose and how you disclose it. Content posted in CC's community forums, including advice and opinions, represents the views of the individuals who post that content and such individuals bear sole and exclusive responsibility for the posting of that content. CC does not necessarily endorse, support, verify, or agree with any content posted on our social media or community forums.

## **Social Media Widgets**

CC websites include social media widgets, such as the Facebook, YouTube, LinkedIn, Instagram, Google + and Twitter buttons and widgets, such as the "Share" button. Social Media widgets are either hosted by a third party or hosted directly on CC's website. Your interactions with these widgets are governed by the privacy policy of the company providing it. These widgets may collect your IP address, which CC webpage you are visiting, and may set a cookie to enable the feature to function properly.

## **The Cloud**

CC may store your Personal Information in a cloud. This means that your Personal Information may be processed on CC's behalf by a cloud provider and could be stored in different locations around the world. CC makes use of organisational and contractual measures to protect your Personal Information and to impose appropriate security and data protection requirements on our cloud services providers, including the requirement that your Personal Information be processed exclusively for the purposes set out in this PrivacyPolicy.

## **Phones**

CC uses VOIP technology when you communicate with CC over the telephone. As your call will be relayed via the internet, CC cannot control where your data is processed.

## **Retention**

CC retains your Personal Information for no longer than is necessary. CC will further retain and use your Personal Information as necessary to comply with our legal obligations, resolve disputes, and enforce agreements. For example, CC usually retains customer information as long as we need to provide services, and for a period of 12 years after the business relationship ends, unless otherwise compelled by the law to retain such information, or in the case of a litigation, or potential litigation.

## Your Rights as a Data Subject

In accordance with applicable law, you have the following rights, subject to some conditions and exceptions:

- I. To object to the processing of your Personal Information for direct marketing purposes. To exercise this right, please contact the CC Privacy Office at any time or, to opt out of commercial electronic messages, click on the unsubscribe link at the bottom of the message or send a blank email to [unsubscribe@hurleypalmerflatt.com](mailto:unsubscribe@hurleypalmerflatt.com)
- II. Right of access: To access a copy of your Personal Information and details about how CC uses it.
- III. Right of Rectification: To have your Personal Information corrected or updated.
- IV. Right to be forgotten: To request deletion of your Personal Information. If CC receives such a request, other factors will need to be taken into account when assessing whether to comply.
- V. Right to restriction of processing: To request restriction of processing of your Personal Information, for example where you believe that the Personal Information we have about you is inaccurate and we need to verify it
- VI. All requests regarding your Personal Information should be sent to the Global Chief Privacy Officer. .
- VII. CC will respond to such requests within thirty (30) business days of their receipt or within any other delay required or authorised by applicable law. CC will take reasonable steps to functionally correct or delete your Personal Information from CC database(s) upon request, although CC may keep a copy for archival purposes in compliance with applicable laws. Before CC provides you with any data, corrects any inaccuracies or deletes any data, CC may request additional information to verify your identity or otherwise help respond to your request.

### **European Economic Area and Switzerland (“Europe”)**

Where you are engaging with a CC entity in Europe, European data protection laws, including from 25 May 2018 the General Data Protection Regulation ("GDPR") and other national data protection legislation in Europe, grant you the following additional rights:

- I. The right to lodge a complaint regarding CC's compliance with data protection laws with the appropriate member state data protection regulator.
- II. The right to withdraw consent where CC relies on consent to process your Personal Information

## Compliance

CC complies with this Privacy Policy as well as applicable laws, including the Electronic Documents Act and European data protection laws, including from 25 May 2018 the General Data Protection Regulation ("GDPR") and other national data protection legislation in Europe.

Except where listed herein CC will not pass on your personal data to third parties without first obtaining your consent.

## Contact Us

In the event that, you wish to make a complaint about how your personal data is being processed by Concentre Consulting, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority, in the UK it is the Information Commissioner's Office, whose contact details are below

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
United Kingdom Website  
[www.ico.org.uk](http://www.ico.org.uk)  
Contact Number: 0303 123 113

Alternatively, you can contact:

Privacy Office:  
Jay Amin  
Global Chief Privacy Officer  
Concentre Consulting  
240 Blackfriars Road  
London  
SE1 8NW,  
United Kingdom  
Email: [privacy@hurleypalmerflatt.com](mailto:privacy@hurleypalmerflatt.com)  
Contact number: + 44 20 7429 3333

## Changes to this Policy

CC may need to make changes to this Privacy Policy from time to time to reflect any changes in data protection and privacy laws and to update you on CC's privacy practices.

This Privacy Policy was last updated in May 2018.