

# Privacy Policy

This privacy policy applies between you, the User of this Website and the owner and provider of this Website. We take the privacy of your information very seriously.

- This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.
- This privacy policy should be read alongside, and in addition to, our Terms and Conditions.
- Please read this privacy policy carefully.

## Who we are

Pioneer People Limited ("we", "us", "our") is a company providing services relating to the education sector, including recruitment support, training, compliance, and workforce management to organisations within the UK.

We are a data controller under the UK GDPR and the Data Protection Act 2018.

## Contact Details:

- Pioneer People Limited
- Registered Address: 6th Floor, Cobalt Square, 83-85 Hagley Rd, Birmingham B16 8QG
- **DPO [Data Protection Officer]:** [seb.timmins@pioneerpeople.co.uk](mailto:seb.timmins@pioneerpeople.co.uk)

## Definitions and interpretation

In this privacy policy, the following definitions are used:

**Data:** collectively all information that you submit to us via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;

**Cookies:** a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies);

**Data Protection Law:** Applicable law[s] relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;

**GDPR:** the General Data Protection Regulation (EU) 2016/679; UK and EU Cookie Law the Privacy and Electronic Communications (EC Directive) Regulations 2003

# Privacy Policy

as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;

**User:** You or any third party that accesses the Website and is not either:

- (i) employed by us and acting in the course of their employment or
- (ii) engaged as a consultant or otherwise providing services to us and accessing the Website in connection with the provision of such services; and Website the website that you are currently using and any sub-domains of this site unless expressly excluded by their own terms and conditions.

**In this privacy policy, unless the context requires a different interpretation:**

1. the singular includes the plural and vice versa;
2. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
3. a reference to a person includes firms, companies, government entities, trusts and partnerships;
4. "including" is understood to mean "including without limitation";
5. reference to any statutory provision includes any modification or amendment of it;
6. the headings and sub-headings do not form part of this privacy policy.

**Scope of this privacy policy**

1. This privacy policy applies only to the actions of us and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

2. For purposes of the applicable Data Protection Laws, we are the "data controller". This means that we determine the purposes for which, and the manner in which your data is processed.

**Data collected**

We may collect the following Data, which includes personal Data, from you:

# Privacy Policy

1. name;
2. job title;
3. profession;
4. contact Information such as email addresses and telephone numbers;
5. demographic information such as postcode, preferences and interests;
6. financial information such as credit / debit card numbers;
7. IP address (automatically collected);
8. web browser type and version (automatically collected); in each case, in accordance with this privacy policy.

## How we collect Data

We collect Data in the following ways:

1. data is given to us by you; and
2. data is collected automatically.

## Data that is given to us by you

We will collect your Data in a number of ways, for example:

1. when you contact us through the Website, by telephone, post, e-mail or through any other means;
2. when you register with us and set up an account to receive our products/services;
3. when you enter a competition or promotion through a social media channel.

## Data that is collected 'automatically'

To the extent that you access the Website, we will collect your Data automatically, for example:

1. We automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
2. we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

# Privacy Policy

## Our use of Data

Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website.

Specifically, Data may be used by us for the following reasons:

1. internal record keeping;
2. improvement of our products / services; in each case, in accordance with this privacy policy.
3. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).
4. When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

## Keeping Data secure

We will use technical and organisational measures to safeguard your Data, for example:

1. access to your account is controlled by a password and a user name that is unique to you.
2. we store your Data on secure servers.
3. payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology.
3. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting:  
[seb.timmins@pioneerpeople.co.uk](mailto:seb.timmins@pioneerpeople.co.uk)
4. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

# Privacy Policy

## Links to other websites

This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

## Changes of business ownership and control

1. We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of the company. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
2. We may also disclose Data to a prospective purchaser of our business or any part of it.
3. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

## Cookies

1. This Website may place and access certain Cookies on your computer. We use Cookies to improve your experience of using the Website and to improve our range of services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy is protected and respected at all times.
2. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.
3. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling us to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

## This Website may place the following Cookies:

**Strictly necessary cookies:** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

# Privacy Policy

**Analytical/performance cookies:** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

**Session Cookie:** We use this session cookie to remember you and maintain your session whilst you are using our website.

**Google Analytics:** We use this cookie to help us analyse how users use the website.

**Enable/Disable:** You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

**Deletion:** You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

**Recommendation:** It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

## General

1. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
2. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
3. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
4. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

## Your Rights

Under the Data Protection Act 2018 and UK GDPR, you have the right to:

# Privacy Policy

- Access your data
- Rectify inaccurate data
- Request erasure (“right to be forgotten”)
- Restrict processing
- Data portability
- Object to processing
- Withdraw consent at any time

To exercise your rights, contact our DPO: [seb.timmins@pioneerpeople.co.uk](mailto:seb.timmins@pioneerpeople.co.uk)

## Data Security

We implement appropriate technical and organisational measures, including:

- Secure systems and encryption
- Access controls
- Staff training
- Confidentiality obligations

## Complaints Process

If you are unhappy with how we handle your data, contact the company DPO in the first instance, whereby we will follow our internal complaints policy and procedure. [You also have the right to lodge a complaint with the Information Commissioner's Office: <https://www.ico.org.uk>]

## Changes to this policy

We may update this Privacy Notice from time to time. The latest version will always be available on our website. You are deemed to have accepted the terms of the privacy policy on your first use of the Website, following any alterations.