

TheImpact.Team Limited privacy notice

This notice explains how TheImpact.Team Limited (“we”, “us”) collects, uses and protects personal information about our clients, candidates, our people and others we work with.

1. Contact details

Post: TheImpact.Team Limited, 207 Knutsford Road, Grappenhall, Warrington, Cheshire, WA4 2QL

Email: privacy@theimpact.team

2. What information we collect

Clients and business contacts: names, contact details, job titles, correspondence, records of meetings and decisions, and account, billing and payment details.

Candidates and our people: contact details, date of birth, National Insurance number, CV, employment and education history, identification and right to work documents, and pre-employment screening results. Screening may include criminal record checks (DBS, Access NI or Disclosure Scotland), credit and financial history checks, security clearance, global sanctions list screening, and adverse media and politically exposed person (PEP) checks.

Website visitors: information about how you use our website, including cookies.

Queries and complaints: correspondence and related records.

3. Why we use it and our lawful basis

UK data protection law requires us to have a lawful basis for using personal information. Ours are:

Purpose	Lawful basis
Providing our services and managing client relationships	Contract; legitimate interests (running our client engagements effectively)
Managing client accounts, invoicing and payments	Contract; legal obligation (tax and accounting requirements)
Sending service updates to existing client contacts	Legitimate interests (keeping clients informed about their engagement with us). We do not use your information for marketing.
Recruitment, onboarding and pre-employment screening	Legal obligation (for example, right to work checks); legitimate interests (assessing suitability for roles and client engagements)
Meeting our legal and regulatory requirements	Legal obligation
Dealing with queries, complaints or claims	Legitimate interests (understanding and resolving issues properly)

We only use criminal record information where it is required for the role or by our clients' vetting requirements.

Where information is needed to meet a legal or contractual requirement, we may be unable to proceed without it.

4. Where we get information from

- Directly from you
- Previous employers (references)
- Our screening provider, including credit reference agencies
- Publicly available sources (for example, sanctions lists and media)
- Suppliers and service providers

5. Who we share it with

We only share what is necessary. We may share personal information with:

- **PayStream**, which carries out pre-employment screening on our behalf
- IT and software providers that host our email, file storage and business systems
- Client organisations, as part of the consultancy and recruitment services we provide
- Professional advisers, such as legal and accounting advisers
- Regulators, government bodies and other organisations where we are legally required to
- Other suppliers and service providers

Our service providers only use personal information on our instructions.

6. Sharing information outside the UK

Some of our IT and software providers may process personal information in the United States. Where this happens, appropriate safeguards are in place, such as the UK Addendum to the EU Standard Contractual Clauses.

7. How long we keep it

We keep personal information only for as long as we need it, or longer where the law requires (for example, for tax and accounting purposes). Generally:

- Records relating to our people, clients and suppliers: 7 years after the working relationship ends
- Recruitment records for unsuccessful candidates: 2 years, unless you agree to us keeping your details for future opportunities

When we no longer need your information, we delete or anonymise it.

8. Your rights

Depending on the lawful basis we rely on, you have the right to:

- access your personal information
- have inaccurate information corrected
- have your information deleted
- restrict or object to how we use it
- have your information transferred to you or another organisation
- withdraw consent, where we rely on it

To make a request, contact us using the details above. We will respond within one month. You can read more about your rights on the [ICO's website](#).

9. How to complain

You have the right to complain to us about how we use your personal information. Please contact us using the details above. We will acknowledge your complaint within 30 days and keep you updated until it is resolved.

If you remain unhappy, you can complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

Website: ico.org.uk/make-a-complaint