

**QUALITY & SERVICE LIMITED****PRIVACY NOTICE****How your information is used**

1. As your employer, the Company needs to keep and process information about you for normal employment purposes. The information we hold and process will be used for our management and administrative purposes only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will advise you of the implications of that decision.
2. As a company pursuing Landscape maintenance, design and new installation activities, we may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, administrative purposes or reporting potential crimes. The nature of our legitimate interests are; checking your legal status to work in the UK, checking for criminal records with regards to working on high profile Client sites, insurance purposes. We will never process your data where these interests are overridden by your own interests.
3. Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your manager, or external sources, such as referees.
4. The sort of information we hold includes your application form (if applicable) references, personnel information form, medical form, contract of employment and any amendments to it; timesheets/attendance records (where applicable) correspondence with or about you, for example letters to you about a pay rise, or, at your request a letter to your mortgage company/landlord confirming your salary; information needed for payroll, benefits and expenses purposes; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history; such as training records, appraisals, other performance measures and where appropriate, disciplinary and grievance records.
5. You may be referred to in company documents (e.g. Company Family Tree's) or records that are produced by you and your colleagues in the course of carrying out your duties and the business of the company. You should refer to the data protection policy which is available via email or in paper format from your manager.
6. Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with health and safety and occupational health obligations – to consider how your health affects your ability to do your job and whether any adjustments to your job might be appropriate. We will also need this data to administer and manage statutory and company sick pay.
7. Where we process special categories of information relating to your racial or ethnic origin, biometric data or sexual orientation, we will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw consent at any time.

8. In addition, we may monitor computer use, as detailed in the company handbook. We also keep records of your hours of work by the way of our clocking in systems (where applicable)
9. Other than as mentioned below, we will only need to disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you, for instance we may need to pass on certain information to our external pension scheme provider.
10. We may transfer information about you to other group companies for purposes connected to your employment or the management of the company's business.
11. Your personal data will be stored for the duration of your employment and 6 months after leaving the company for the purposes of references or any questions regarding payroll and employment matters following the termination of your employment with the Company.
12. If, in the future, we intend to process your personal data for purpose other than that for which it was collected we will provide you with information on that purpose and any other relevant information.

### Your Rights

13. Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well in certain circumstances the right to data portability.
14. If you have provided consent to the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

### Identity and Contact Details of Controller and Data Protection Officer

15. Quality & Service Limited is the controller and processor of data for the purposes of the DPA 18 and GDPR.
16. If you have any concerns as to how your data is processed you can contact:

Sue Payne, Managing Director at [spayne@qslimited.com](mailto:spayne@qslimited.com)

Nicola Rasul, Personal Assistant to Managing Directors at [nrasul@qslimited.com](mailto:nrasul@qslimited.com)

Or you can write to these individuals at the Head office address of:

Q&S Limited  
38 Beckenham Lane  
Bromley,  
BR2 0DQ

We will review this policy as necessary. Copies are available upon request.



**Managing Director**

**Date: 02/01/2025**