



# Privacy Notice

Change for good

**Get in touch**

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entecsi.com

## Version History

Issue	Date	Section	Description of Amendment
0.1	30/01/23	All	Initial document draft – following agreed approach to streamline Privacy Notice.
0.2	27/02/23	All	Reviewed by David Fisher and Megan Evans
0.3	03/03/23	All	Reviewed by Sarah Frost
0.4	20/03/23	All	Reviewed by Justine Howl
1.0	24/04/23	All	Published version
1.1	29/01/24	2, 3, 4 & 5	Updates for launch of monthly newsletter
1.2	02/01/25	All	Reviewed by Megan Evans
1.3	25/02/26	All	Reviewed and updated by David Fisher
1.4	09/06/26	4, 6 & 7	Reviewed and updated by David Fisher

## Table of Contents

<b>1. Our Contact Details .....</b>	<b>4</b>
<b>2. Purpose of this Privacy Notice.....</b>	<b>4</b>
<b>3. What Type of Personal Information We Collect.....</b>	<b>4</b>
Clients and Suppliers.....	4
Job Applicants .....	4
Visitors to Our Website.....	5
People Who Contact Us .....	5
<b>4. How we Get the Personal Information, Why We Have It &amp; Who We Share It With.....</b>	<b>6</b>
<b>5. How We Store Your Personal Information.....</b>	<b>8</b>
Clients' personal data retention period.....	8
Suppliers' personal data retention period .....	8
Job applicants' personal data retention period .....	8
Visitors to our website - personal data retention period .....	8
People who contact us - personal data retention period .....	9
<b>6. Your Data Protection Rights .....</b>	<b>9</b>
<b>7. How to Complain.....</b>	<b>10</b>

## 1. Our Contact Details

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0845 222 0548  
info@entecsi.com  
[www.entecsi.com](http://www.entecsi.com)

## 2. Purpose of this Privacy Notice

The purpose of the Entec Si Privacy Notice is to state what should be expected when Entec Si collects personal information.

For Entec Si this applies to information collected from the following groups:

- Current, past and prospective Clients
- Suppliers
- Job applicants
- Visitors to our website
- People who contact us
- Current and past employees and associates - Management of this group's data is detailed in our *Privacy Notice for Employees and Associates*, which is available on our HR system.

Entec Si is a data controller for the purposes of UK data protection law. We are registered with the Information Commissioner's Office under registration number Z8249326.

## 3. What Type of Personal Information We Collect

We collect and process the following information:

### Clients and Suppliers

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Photographs / videos / quotes of clients / meeting recordings (if consent given)
- Invoices and receipts
- Emails and attachments received by Entec Si
- **Note:** Special category data of client employees (e.g. Staff HR data) or large-scale processing of client personal data - As a rule, such data is not stored / processed on Entec Si systems – clients' systems are used. However, if there is a specific project requirement for such processing, Entec Si will liaise with the client's Data Protection Officer (or equivalent) to complete any necessary assessments / paperwork to ensure that appropriate mitigations are in place when the data is processed

### Job Applicants

- We collect at the application stage:

- Personal identifiers (name, contact details and gender)
- Employment history, education, qualifications and right to work in the UK
- Equal opportunities information
- Information about your health, including any medical condition, health and sickness records
- Observation records created by Entec Si employees (from assessment days and interviews)
- Photographs / videos / quotes (at assessment days - if consent given)
- We collect the following when a job offer is made:
  - Date of birth
  - Proof of identify (original documents which are copied: passport & driving licence)
  - Proof of qualifications
  - Referee details
  - Bank details - Sort code, account number, bank name and address
  - Next of kin details: name, relationship to staff member and phone number
  - Basic Criminal Record check (Disclosure and Barring Service)
  - A higher level of security clearance is needed for some roles (National Security Vetting)
  - Health questionnaire - Information about your health, including any medical condition, health and sickness records

## Visitors to Our Website

Our website ([www.entecsi.com](http://www.entecsi.com)) uses cookies.

You can change your cookie preferences by clicking the cog icon on the bottom left of our website.

Non-essential cookies (including analytical cookies) are only placed on your device after you provide consent via our cookie management tool. Essential cookies are necessary for the website to function and do not require consent.

Cookies used by [www.entecsi.com](http://www.entecsi.com):

- PHPSESSID [www.entecsi.com](http://www.entecsi.com) - Used to store and identify a users' unique session ID for the purpose of managing a user session. The cookie is a session cookie and is deleted when all the browser windows are closed.
- [\\_fontstore\\_key api.fontshare.com](#) – For the website's font.
- CookieControl - Stores a user's cookie preferences.
- [\\_ga\\*](#) - If the user allows analytics then Google will set a couple of cookies which start with [\\_ga](#) to store some information about the user.
- [ph\\_phc\\_\\*](#) - Set by hCaptcha when a captcha is loaded on a form as a spam deterrent.

If you contact us through any function on our website, please see the People Who Contact Us section for what information we collect.

## People Who Contact Us

- [Through our website](#) - If you request to chat to one of our expert consultants or request a free consultation, we collect your name, details of the query and contact details. If you

select to 'join our team' please refer to the [Job Applicants](#) section for the data collected at the application stage.

- [Through a newsletter sign up option via our website](#) – If you have chosen to sign up to our monthly newsletter, we will collect your name and email address.
- [Email](#) - We collect your name and contact details plus the content of your email and any attachments.
- [Social media](#) - We collect your name and contact details plus the content of your message and any attachments.
- [People who call us](#) - We do not record phone calls or conference calls but might write down the details of your call and record your name and contact details. If for any reason we wish to record a call, we will ask for your consent.
- [People who make a complaint to us](#) – We collect details of the complaint; this includes the nature of the complaint and names of any people involved (including the name of the person who made the complaint). If asked to keep the identity of the person who raised the complaint anonymous, efforts will be made to do this, but it often is not possible, as anyone who has a complaint raised against them will need to be investigated and in doing this the context of the complaint will often need to be shared.

## 4. How we Get the Personal Information, Why We Have It & Who We Share It With

Most of the personal information we process is provided to us directly by you.

We use the information that you have given us in order to:

- [Clients / Suppliers](#) - To enable us to contact you and to complete contractual obligations or to enable us to provide professional services. Photos / videos / quotes are used to promote Entec Si if consent is given. Meeting recordings can enable us to provide professional services (e.g., so anyone who misses a meeting can catch up. We will record and save these on client systems wherever possible).
- [Job applicants](#) - To process a job application, to assess an applicant's suitability for a role, to produce and monitor equal opportunities statistics and to help ensure an individual's wellbeing, by putting support in place if necessary. Photographs / videos / quotes are used to promote Entec Si if consent is given.
- [Visitors to our website](#) – Essential cookies enable the website to function. Analytical cookies are optional and collect standard internet log information and details of visitor behaviour patterns.
- [People who contact us](#) - To enable us to contact you and if applicable, to investigate any complaint. In line with our complaints handling process described in Section 7.
- [Through a newsletter sign up option via our website](#) - To provide you with updates on the work we have been doing and insight into how our service could be of benefit to you and your business.

We may share this information with third party suppliers we appoint to help us carry out our everyday business activities such as: IT suppliers, document management providers, system providers (such as our HR system and project planning software), security and storage services, auditors, lawyers, marketing agencies, tax advisers, and third party service providers that we engage in connection with a project you instruct us on. When we engage with a third party, we check that

they have appropriate safeguards in place to protect your data. We keep a record of all of our third party suppliers and the safeguards they have in place to protect your data, including those in place to comply with the UK GDPR when sharing personal information outside of the UK. For further information or to obtain a copy of the appropriate safeguard for any of the transfers, please contact us using the information provided in Section 1.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent**

This applies for:

- Analytical cookies on our website. You are able to remove your consent at any time using the cog icon on the bottom left of our website.
- Photographs, videos, quotes and meeting recordings. You are able to remove your consent at any time. You can do this by contacting [info@entecsi.com](mailto:info@entecsi.com). Note that once images / quotes have been publicly shared, they may remain in search engines.
- We process health information and equal opportunities data in accordance with our legal obligations under employment law and Schedule 1 of the Data Protection Act 2018 (employment, social protection and equality monitoring purposes). We do not rely on consent for this processing.
- Those who sign up to our newsletter.

**(b) We have a contractual obligation**

We rely on this basis to:

- Deliver a contractual service to you.
- Do something you have asked us to before we enter into a contract with you.

**(c) We have a legal obligation**

We rely on this basis to:

- Store job applicants' data for 12 months after the end of a recruitment campaign to demonstrate that we complied with our legal obligations during recruitment.

**(d) We have a legitimate interest**

We rely on this basis to:

- Use your data in a way that you would reasonably expect, and which has a minimal privacy impact, or where there is a compelling justification for the processing. For example, client contact data being processed on our project planning software to aid project management, or contact details being processed as we investigate and respond to a query or complaint.
- You have the the right to object to the processing of your personal information when we rely on the lawful basis of legitimate interests to process it. See Your Data Protection Rights for more information.
- Where we rely on legitimate interests, we carry out and document a balancing assessment to ensure that our interests are not overridden by your rights and freedoms.

## 5. How We Store Your Personal Information

Your information is securely stored. We implement appropriate technical and organisational measures to protect personal data, including access controls, secure storage systems, encryption where appropriate and staff training.

Once your information has been kept for the retention period below, we will then dispose of your information securely by deleting it from our systems or shredding.

Our retention periods are:

### Clients' personal data retention period

- For up to 7 years after project closure. We anonymise personal data where we can once client approval of project closure is received.
- Except:
  - Photographs, videos, quotes and meeting recordings are kept until consent is removed.
  - If special category data of client employees (e.g. Staff HR data) or large-scale processing of client personal data is processed on Entec Si systems, it is deleted 2 months after commission closure.
- Contacts on our newsletter database who opt out will be removed within 1 month of unsubscribing.

### Suppliers' personal data retention period

- Up to 7 years after purchase of item / service.
- It may be longer if the product is to be used for longer than 7 years as the purpose for which the data was collected would remain.

### Job applicants' personal data retention period

- If unsuccessful, 12 months after the end of the recruitment campaign.
- Except:
  - Photographs, videos and quotes could be deleted earlier if consent is removed.
- If successful, employee / associate retention periods apply (see our *Privacy Notice for Employees and Associates*, which is available on our HR system).

### Visitors to our website - personal data retention period

Retention period of cookies used by [www.entecsi.com](http://www.entecsi.com):

- PHPSESSID [www.entecsi.com](http://www.entecsi.com) – Deleted at the end of a session, when all the browser windows are closed.
- [\\_fontstore\\_key api.fontshare.com](http://_fontstore_key_api.fontshare.com) – Deleted at the end of the session.
- CookieControl – 60 days.
- [\\_ga\\*](#) - 2 years.
- [ph\\_phc\\_\\*](#) - 1 year.

## People who contact us - personal data retention period

- **Through our website**
  - If you select to 'join our team' please refer to the [Job applicants' personal data retention period](#) section for retention periods.
  - Contacts on our newsletter database who opt out will be removed within 1 month of unsubscribing.
  - Any other means of contacting us through our website - up to 7 years\*.
- **Email**
  - Up to 7 years\*.
- **Social media**
  - Personal data is generally kept long as a user's account is open.
  - Anything public may still be visible once an account is deleted.
  - You are advised to check the retention terms for the social media platform in question.
- **People who call us**
  - Up to 7 years\*.
- **People who make a complaint to us**
  - Up to 7 years after complaint's closure.

\*We have processes in place to regularly assess the personal data of people who contact us and delete it if legitimate interests for its processing do not remain.

- Note: If after contacting us you later become a client, supplier or job applicant, your data will then be managed by that retention period.

## 6. Your Data Protection Rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances. This applies to personal data we process for direct marketing (our newsletter) and personal data we process relying on the lawful basis of legitimate interests. We send marketing communications in accordance with the Privacy and Electronic Communications Regulations (PECR). You can withdraw your consent at any time by using the unsubscribe link included in every email.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- **Rights to automated decision-making including profiling** - You have the right to object to automated decision making and profiling in certain circumstances, however, personal data is not used by Entec Si for automated decision making.

You are not required to pay any charge for exercising your rights. However, we may charge a reasonable fee if your request is clearly unfounded or excessive. If you make a request, we have one month to respond to you. This can increase by a further two months if the request is complex or if we have received a number of requests from you.

We may request proof of identity before responding to your request to ensure personal data is not disclosed to the wrong person.

Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

You also have the right to raise concerns with us about how your personal data is handled. Any such concerns will be managed in accordance with our complaints process set out in Section 7.

Please contact us at [info@entecsi.com](mailto:info@entecsi.com) if you wish to make a request.

## 7. How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting [info@entecsi.com](mailto:info@entecsi.com)

We will:

- acknowledge your complaint within 30 days of receipt;
- investigate your complaint without undue delay, taking appropriate steps based on the nature of the concern raised;
- keep you informed of progress where appropriate; and
- provide you with a written outcome once our investigation is complete.

We aim to resolve complaints in a timely and proportionate manner, taking into account their complexity and severity.

If you are not satisfied with our response, you can also complain to the Information Commissioner's Office (ICO).

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>