CAREER RETURNERS

Career Returners – Privacy Policy

At Career Returners, we are committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

Any questions regarding this policy and our privacy practices should be sent by email to info@careerreturners.com

Who are we?

Women Returners Ltd, trading as Career Returners, is a limited liability company incorporated and registered in England with company number 9028108, whose registered office is at 20-22 Wenlock Road, London N1 7GU England.

How do we collect information from you?

We obtain information about you in the following ways:

Information you give us directly: we may obtain information about you when you sign up to our network, book onto one of our events, sign up to one of our services or email us.

Information you give us indirectly: your information may be shared with us (with your permission) by third parties which might include: employers, subcontractors and associated organisations. You should check any privacy policy provided to you where you give your data to a third party.

When you visit our website: we may collect your IP address, browser and operating system or see who referred you to our website, the website user journey and which pages you visited. We collect this personal information by using cookies on our website (please see our cookie policy for further information).

Social Media: we may collect information via social media sites such as Facebook, Twitter/X, Instagram and LinkedIn. This will depend on the privacy preferences you have set on these social media platforms.

What type of information is collected from you?

The personal information we collect, store and use might include:

- your name and contact details (including email address and telephone number);
- your age range data;
- your previous work history;
- information about your activities on our website and about the device used to access it, for instance your IP address and geographical location;
- any other personal information you share with us.

How and why is your information used?

We may use your information for a number of different purposes, including:

- sending you communications which you have requested and that may be of interest to you;

- providing you with the services or information you asked for;
- keeping a record of your relationship with us;
- conducting analysis and market research to better understand how we can improve our services or information;
- seeking your views or comments on the services we provide;
- notifying you of changes to our services.

We keep your information for no longer than is necessary for the purposes it was collected for.

Who has access to your information?

We may disclose your information to third parties working on our behalf such as subcontractors and other associated organisations, solely for the purposes of providing agreed services to you. We do not share your information with third parties for Marketing purposes.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. This may be where you have provided specific consent to us using your personal information in a certain way, such as to send you email information and opportunities or when we are entering into a contract with you to provide a particular service.

There may also be for a legitimate interest such as sending communications that we think will interest you, conducting research to better understand our network, understanding how people interact with our website or to improve our services. When processing your personal information in this way, we will consider any potential impact on you and your rights under data protection laws.

Direct Communications

We may use your contact details to provide you with information about return to work events and opportunities.

Email

We will only send you communications by email if you have explicitly provided your prior consent. You may opt out of our direct communications at any time by clicking the unsubscribe link at the end of our newsletter emails.

Your choices

You are free to change your communication preferences (including to tell us that you don't want to be contacted by direct emails) at any time using info@careerreturners.com. We will not use your personal information for direct communications if you have indicated that you do not wish to be contacted and will retain your details on an unsubscribe list to help ensure that we do not continue to contact you.

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you:

- Right of access: You have the right to request access to any personal data that we hold about you. You also have the right to request a copy of the information we hold about you and we will provide you with this unless legal exceptions apply.
- Right to have your inaccurate personal information corrected: You have the right to have inaccurate or incomplete information we hold about you corrected.
- Right to restrict use: You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy or we are not lawfully allowed to use it.
- Right of erasure: You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to.
- Right for your personal information to be portable: If we are processing your personal information based on your consent and the processing is being done by automated means you may ask us to provide it to you or another service provider in a machine readable format.
- Right to object: You have the right to object to processing where we use your personal information for legitimate interests, marketing or research purposes.

If you want to exercise any of the above rights, please email us at info@careerreturners.com. We will endeavour to respond fully to your request within one month of receipt. If we are unable to do this we will contact you and let you know.

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit.

Links to other websites

Our website may contain links to other websites run by other organisations. This policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit.

CAREER RETURNERS

How to complain

Please contact us if you have any queries or concerns about our use of your personal data (see below '**How to contact us**'). We hope we will be able to resolve any issues you may have.

You also have the right to lodge a complaint with:

- the Information Commissioner in the UK, and
- a relevant data protection supervisory authority in the EEA state of your habitual residence, place of work or of an alleged infringement of data protection laws in the EEA

The UK's Information Commissioner may be contacted using the details at https://ico.org.uk/make-a-complaint or by telephone: 0303 123 1113.

Changes to this privacy policy

We may change this privacy policy from time to time—when we make significant changes we will post the changes on our website.

How to contact us

You can contact us by post or email if you have any questions about this privacy policy or the information we hold about you, to exercise a right under data protection law or to make a complaint. Please email info@careerreturners.com

Our contact details are shown below:

Our contact details
Postal Address: 20-22 Wenlock Road, London N1 7GU, UK Email: info@careerreturners.com