

## Privacy Policy

### Important Information & Who We Are

#### Purpose of this Policy

This Privacy Policy describes how we collect, use, store, protect and process personal data by persons who provide us with their personal data, whether through our website [www.rsbguk.com](http://www.rsbguk.com) or otherwise interacting with us.

RSBG UK are committed to respecting your privacy and recognise your need for the protection and management of your personal information and personal data that is shared with us.

We strive to comply with all applicable laws designed to protect your privacy. Although legal requirements may vary by country, RSBG UK intend to adhere to the principles set out in this Privacy Policy.

This website is not intended for children and we do not knowingly collect data relating to children.

#### Who we are

RSBG UK has a number of subsidiaries, together the RSBG UK group. This privacy policy is issued on behalf of the RSBG UK group so when we mention "RSBG UK", "we", "us" or "our" in this privacy policy, we are referring to the relevant company in the RSBG UK group responsible for processing your data. RSBG UK Ltd is the controller and responsible for this website.

If you have any questions about this privacy policy or our privacy practices, please contact us in the following ways:

- Contact [compliance@rsbguk.com](mailto:compliance@rsbguk.com) or in writing to the Data Protection Officer
- The full legal entity name is: RSBG UK Ltd
- Our registered office is situated at: First Floor, South Wing, 55 Baker Street, London, W1U 8EW, United Kingdom.
- Our website address is: [www.rsbguk.com](http://www.rsbguk.com)

#### Embedded Content from Other Websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged into that website.

## What Personal Data we Collect & Why we Collect It

Personal data, or personal information, means any information about an individual from which that person can be identified.

It does not include data where the identity has been removed (anonymous data).

The personal data that we collect may include (but is not limited to):

- **Identity data:** name, job title.
- **Contact data:** email address, telephone number, postal address.
- **Technical and online data:** IP address, browser information, device identifiers, cookies and tracking data.
- **Genetic identity factors;**
- **Pseudonymous data;**
- **Location data**
- **Recruitment data:** CV information, employment history, qualifications.
- **Event data:** attendance details, dietary requirements.
- **Marketing and communication preferences.**
- **Special category data** (e.g., EDI monitoring information) — only with your explicit consent and processed in anonymised form wherever possible.

We do not intentionally collect sensitive data such as genetic identifiers through the website; if this occurs, it will be handled in line with legal requirements.

If you contact us by telephone, email or via contact forms on our website, we will collect your personal data and process it in accordance with the processes outlined in this notice.

## Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

## Contact Forms

We may collect your personal data from submitted forms through our website. These forms can be submitted through our Careers page, when applying for our vacancies, and through the queries section on our Contact Us page.

## Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for a maximum of one year.

You can check which cookies are used by our website, third-party app or third-party integration using Chrome's built-in cookie view. While in incognito mode, click the Secure icon  next to the URL bar and then select Cookies. A good, independent source of information regarding cookies is [All About Cookies](#). Here should be able to see what cookies are used. RSBG UK only uses Cookies which can be classified as “Essential”.

## How We Use Your Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.
- Where we have consent e.g for marketing communications, cookies requiring consent, or processing special category data.

## Purposes for Which we May use Your Data

- Respond to enquiries and manage our relationship with you including
  - Notifying you about changes to our terms or privacy policy,
  - Asking you to leave a review or take a survey;
- Process job applications and recruitment activities
- Manage events, including dietary or accessibility requirements
- To enable you to partake in a prize draw, competition or complete a survey;
- To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);
- To deliver relevant website content and advertisements to you and measure or understand the effectiveness of advertising;
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences;
- To make suggestions and recommendations to you about services that may be of interest to you.

## Who we May Share Your Data With

We may share your personal data with the parties set out below for the purposes set out above:

- Other companies in the RSBG UK group, our parent and associated companies;
- Third parties where we are under a duty to disclose your personal data to comply with any legal obligation, or to appropriate regulators or other law enforcement organisations;
- Third parties in the event of a business transfer or restructuring;
- Third party suppliers to us, including (for example) insurance providers, brokers, auditors, IT providers and other professional advisers.

If your personal data is to be shared with any other third parties, we will take steps to protect your personal data.

Where you provide us with special category data, we may use such data on an anonymised basis for the purposes of monitoring and producing anonymised reports, including for the purposes of our reporting on equality, diversity and inclusion. However, we shall obtain your consent for such processing.

Visitor comments may be checked through an automated spam detection service.

## **International Transfers**

Where your personal data is transferred outside the UK, we ensure appropriate safeguards are in place (e.g., UK International Data Transfer Agreements or standard contractual clauses).

## **Data Security**

We use technical and organisational measures to protect your data, including:

- Access controls
- Encryption
- Regular security assessments
- Staff training and confidentiality obligations

## **How Long We Retain Your Data**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

## **Rights**

You have the following rights regarding your personal data:

- **Right of access** – request a copy of your data
- **Right to rectification** – correct inaccurate information
- **Right to erasure** – request deletion where appropriate
- **Right to restrict processing**
- **Right to object** – particularly for marketing
- **Right to data portability**
- **Rights relating to automated decision-making**

To exercise any of these rights, contact us at [compliance@rsbguk.com](mailto:compliance@rsbguk.com).

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how your data has been handled.

## **Complaints Handling**

We maintain a formal data protection complaints process. If you raise a concern, we will:

1. Acknowledge your complaint
2. Investigate and respond within required timeframes
3. Explain how you can escalate the matter to the ICO if unresolved