



# Privacy Policy

At **ERS Services UK Ltd**, we're about real people and real results. To get those results, we need to handle some of your personal data. We take your privacy as seriously as we take our recruitment. This policy explains what we collect, why we need it, and how we keep it safe.

## 1. Who We Are

ERS Services UK Ltd is the "Data Controller." This means we decide how and why your information is processed.

- **Website:** [www.ersservicesukltd.co.uk/en/](http://www.ersservicesukltd.co.uk/en/)
- **Email:** [enquiries@ersservicesukltd.co.uk](mailto:enquiries@ersservicesukltd.co.uk)
- **Address:** 61 Bridge Street, Kington, England, HR5 3DJ

## 2. The Information We Collect

We only collect what we actually need to help you find a permanent role or to help your business grow.

- **For Candidates:** Name, contact details, CV, work history, qualifications, and proof of your Right to Work in the UK.
- **For Clients:** Name, job title, business contact details, and information regarding your hiring needs.
- **Website Users:** IP addresses and site usage via cookies (to make sure our site actually works for you!).

## 3. Why We Need It (The Legal Bit)

Under the UK GDPR, we process data based on:

- **Legitimate Interest:** We need your info to provide recruitment services. If you're a candidate, we can't find you a job without knowing who you are!
- **Consent:** When you explicitly send us your CV or sign up for alerts.
- **Legal Obligation:** To comply with UK employment and tax laws (like checking your Right to Work).

## 4. How We Use Your Data

We use your information for one main reason: **Driven Recruitment.**

- Matching candidates with the best permanent roles in FM and Hospitality.
- Checking references and qualifications to ensure **reliability**.
- Keeping you updated on progress or new opportunities.

**Our Policies** Privacy & Data Protection, Equality & Diversity, Modern Slavery Statement, Complaints & Accountability

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## 5. Who Sees Your Information?

We don't "sell" data. Period.

- **Candidates:** Your CV/profile is only shared with specific clients once we've discussed the role with you.
- **Clients:** Your details are shared with candidates who are interviewing for your team.
- **Trusted Partners:** We may use secure software (like a CRM or email provider) to manage our records.

## 6. How Long We Keep It

In the fast-moving world of FM and Hospitality, we want to stay in touch. However, we won't keep your data forever. We typically hold candidate data for **2 years** from our last meaningful contact. If you want us to delete it sooner, just ask.

## 7. Your Rights

You are in control. You have the right to:

- **Access:** Ask for a copy of the info we hold on you.
- **Correction:** Fix anything that's wrong.
- **Erasure:** Ask us to "forget" you and delete your data.
- **Object:** Tell us to stop using your data for certain things.

## 8. Security

We use industry-standard security measures to protect your data from hackers or accidental loss. We're about reliability, and that includes keeping your personal info locked down.

## 9. How to Contact Us

If you have questions about your data or want to exercise your rights, drop us a line:

- **Email:** [enquiries@ersservicesukltd.co.uk](mailto:enquiries@ersservicesukltd.co.uk)
- **Call:** 01942 669255

If you're unhappy with how we handle your data, you have the right to complain to the **Information Commissioner's Office (ICO)**, but we'd appreciate the chance to sort it out with you first!

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# Diversity & Equal Opportunities Policy

At **ERS Services UK Ltd**, we believe that the best teams aren't made of people who all look or think the same. In the FM and Hospitality sectors, success comes from a mix of backgrounds, experiences, and perspectives.

Our brand is built on **reliability and drive**. To us, that means finding the absolute best candidate for every role, based purely on their ability, energy, and fit for the job nothing else.

## 1. Our Commitment

We are 100% committed to providing equal opportunities in everything we do. This isn't just a "box-ticking" exercise for us; it's how we operate. We ensure that no candidate or client is treated less favourably on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

## 2. Driven Recruitment = Fair Recruitment

Our "Driven Recruitment" approach focuses on what actually matters: **Results**. \* **Sourcing**: We cast a wide net to ensure we're finding talent from all walks of life.

- **Shortlisting**: We present candidates to our clients based on their skills, qualifications, and reliability.
- **Bespoke Service**: We work with our clients to understand their specific diversity goals and help them build inclusive teams that represent the modern UK workforce.

## 3. Zero Tolerance for Discrimination

We don't just follow the **Equality Act 2010** because we have to, we follow it because it's the right way to do business. We have a zero-tolerance policy towards any form of discrimination, harassment, or victimisation within our recruitment process.

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If we feel a client's hiring practices don't align with our values of fairness and equality, we won't hesitate to have a "real talk" about it. Reliability works both ways.

#### **4. Supporting Our Candidates**

We want every candidate to have a fair shot. If you have a disability or a specific requirement that means you need adjustments during the interview process, just let us know. We're here to support you and ensure the playing field is level.

#### **5. Keeping it Real**

We regularly review how we're doing. If there's a better way to ensure we're being inclusive, we'll find it and implement it. We're always learning, always improving, and always driven to be the best recruitment partner in the game.

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### **Let's build something great together.**

If you have any questions about how we handle diversity or if you're a business looking to build a more inclusive team, get in touch:

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# Modern Slavery & Human Trafficking Statement

At **ERS Services UK Ltd**, our business is built on **Reliability**. We believe that "Driven Recruitment" only works if it is ethical, transparent, and built on a foundation of respect for human rights.

Modern slavery, servitude, and forced labour are crimes that have no place in our society or our industry. We take a **zero-tolerance approach** to modern slavery and are committed to acting with integrity in all our business dealings.

## 1. Our Industry Context

We specialise in permanent staffing for the **Facilities Management (FM)** and **Hospitality** sectors. We recognise that these sectors are often high-risk for labour exploitation. Because of this, we don't just "fill roles" we verify that every placement is fair, legal, and voluntary.

## 2. Our Recruitment Standards

Because we focus on permanent placements, we are the first line of defence. We ensure reliability through:

- **Strict Right to Work Checks:** We never place a candidate without seeing original documentation and verifying their legal right to work in the UK.
- **Direct Communication:** We speak with every candidate personally. We don't use "sub-agents" or third-party recruiters to find our talent.
- **Individual Bank Accounts:** We check that candidates have their own bank accounts, ensuring their wages go directly to them and not to a third party.

## 3. Our Supply Chain & Partners

We expect the same high standards from our clients that we hold for ourselves. We work with businesses that value their employees and provide safe, fair working environments. If we have any reason to believe a client or partner is involved in unethical labour practices, we will cease our relationship with them immediately.

## 4. Spotting the Signs

Our team is trained to be "driven" but also "vigilant." We look out for the red flags of modern slavery during the recruitment process, such as:

- Candidates appearing frightened or under the control of another person.
- Multiple candidates sharing the same address or emergency contact details.

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- Lack of access to their own ID documents.

## 5. Reporting Concerns

We encourage openness. If any candidate, client, or member of the public has a concern regarding modern slavery in any part of our operations, we want to hear about it.

- **Modern Slavery Helpline:** 08000 121 700

## 6. Keeping it Real

This isn't a "set and forget" document. We review our processes every year to make sure we stay at the top of our game. We're committed to being the most reliable, ethical partner in the recruitment space.

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## Complaints & Accountability Policy

At **ERS Services UK Ltd**, we pride ourselves on being driven and reliable. But let's be real: in the fast-moving worlds of FM and Hospitality, sometimes things don't go perfectly to plan.

To us, **Reliability** isn't about being perfect 100% of the time, it's about how we handle things when they *don't* go right. If you have a problem, we want to know about it so we can fix it and make sure it doesn't happen again.

### 1. Our Promise to You

Whether you are a candidate looking for a permanent role or a client building a team, we promise to:

- Listen to your concerns without making excuses.
- Treat you with respect and take your feedback seriously.
- Deal with your complaint quickly, politely, and transparently.
- Use your feedback to improve how we do things.

### 2. How to Raise a Complaint

We don't believe in automated forms or robots. If you have an issue, you deal directly with us.

- **By Email:** Drop a line to [enquiries@ersservicesukltd.co.uk](mailto:enquiries@ersservicesukltd.co.uk). Please put "Complaint" or "Feedback" in the subject line so we can prioritise it.
- **By Phone:** Call us on **01942 669255** and ask to speak about a service issue.

**What to include:** To help us sort things out quickly, please let us know what happened, when it happened, and what you would like us to do to make it right.

### 3. What Happens Next?

We don't drag our feet. Here is our step-by-step process:

- **Acknowledge:** We will acknowledge your complaint within **48 hours** of receiving it.
- **Investigate:** We will look into the details. This might involve speaking to team members or reviewing records.
- **Respond:** We aim to provide a full response and a proposed solution within **5 working days**. If it's a complex issue and we need more time, we'll let you know.

### 4. If You Aren't Satisfied

We want to get it right the first time. However, if you are not happy with our proposed solution, let us know. Your complaint will be escalated directly to senior management for a final review.

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**Let's keep it moving.**

We value your time and your business. If we messed up, let's talk about it, fix it, and get back to work!

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