

Privacy notice

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect and use personal information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event you have a question or complaint concerning the use of your personal information.

Personal information covered by this privacy notice

This privacy notice concerns the personal information we hold of our organisational contacts including those of our clients and suppliers, both current and prospective, and members of the public.

This privacy notice does not cover personal information of survey respondents for surveys we conduct. We process that information as a data processor on behalf of our clients who are the controllers of that data and are primarily responsible for ensuring that the personal information is protected and only used for lawful purposes. Should you have any questions concerning the use of your personal information in relation to a survey we conduct you should contact the entity for whom we are conducting the survey whose details should be provided to you with the survey.

Alternatively, you can refer any questions or complaints to us using the contact details below and we will put you in contact with the relevant person directly.

[Survey Respondent Privacy Notice](#)

In addition, our staff and job applicants are issued with separate privacy notices concerning their personal information and these should be referred to in the first instance if you are a Picker staff member or have applied to join us.

[Job Applicants Privacy Notice](#)

The personal information we collect and use

Information we may collect from you:

Client contacts

- Your name, contact details (telephone number(s), email and work address), employer organisation and job title.

Suppliers

- Your name, contact details (telephone number(s), email and work address), employer organisation and job title.
- For freelancers and self-employed contractors in addition, your bank details, tax or VAT number and credit report.

Members of the public

- Your name, details of your enquiry, contact details (telephone number(s), email, address), employer organisation (if provided) and job title (if provided)

Information collected from other sources:

Some of the above information may be collected by us from:

- your employer organisation, either directly or via its website;
- from credit reference agencies; or
- from publicly available sources including social media.

How we use your personal information

We use your personal information to:

- fulfil our contractual obligations to our clients;
- manage client service arrangements and respond to client enquiries;
- manage client accounts;
- communicate with suppliers and contractors regarding the provision of goods and services to us;
- respond to your enquiry if you have contacted us via our website, phone number or email

Who we share your personal information with

Client contacts

When necessary, we may share your personal information with your employer organisation, our staff, suppliers and contractors, external consultants, regulatory bodies and internal auditors. This information sharing enables us to:

- meet client requirements and deal with their enquiries;
- conduct marketing activities;
- conduct audits of the security of our data management systems; and
- manage our own internal operations.

Suppliers

When necessary, we share your personal information with your employer organisation, our clients, other suppliers (where applicable), credit reference agencies and regulatory bodies and internal auditors. This information sharing enables us to:

- provide our services to our clients;
- meet our regulatory compliance obligations;
- conduct audits of the security of our data management systems; and
- manage our own internal operations.

Members of the Public

When necessary, we share your personal information with our staff, suppliers and contractors, regulatory bodies and internal auditors. This information sharing enables us to:

- respond to your enquiry;
- meet our regulatory compliance obligations;
- conduct audits of the security of our data management systems; and
- manage our own internal operations.

How long your personal information will be kept

We will keep your personal information only for as long as is necessary for the purpose for which it was collected.

Where your information is stored

Your information will only be stored and transferred within the UK and the EEA. However, should we need to transfer your personal data to third countries, we will do so using approved transfer mechanisms, such as model clauses.

Reasons we can collect and use your personal information

We rely on several legal bases for the processing of your personal information. These include where we need your personal information to comply with our contractual or other legal obligations or it is in our, your or a third party's legitimate interests which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

Your rights

Under data protection laws you have a number of important rights free of charge. In summary, those include the right to:

- access to your personal information and to certain other supplementary information that this privacy notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit that information to a third party in certain situations;
- object at any time to processing of personal information;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you (we do not currently use any automated processes of this type);
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

Picker is registered with the ICO under the registration number Z4942556.

<https://ico.org.uk/ESDWebPages/Entry/Z4942556>

If you would like to exercise any of these rights, please:

- email us at DPO@pickereurope.ac.uk;
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates.

If you would like to unsubscribe from any marketing material you receive from us you can do so by contacting us at communications@pickereurope.ac.uk.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected information security breach. We will notify you and any applicable regulator of a suspected information security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

If you wish to contact us, please send an email in the first instance to dpo@pickereurope.ac.uk. You can also write to DPO, Picker Institute Europe, Suite 6, Fountain House, 1200 Parkway Court, John Smith Drive, Oxford OX4 2JY.

You also have the right to complain to the UK Information Commissioner, who may be contacted at <https://ico.org.uk/concerns/> or by telephone on: 0303 123 1113. If you live or work elsewhere in the EU or EEA, you can also complain to your local supervisory authority.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email in the first instance to dpo@pickereurope.ac.uk. You can also write to DPO, Picker Institute Europe, Suite 6, Fountain House, 1200 Parkway Court, John Smith Drive, Oxford OX4 2JY.

Policy Validity

Policy issue date:	30 th August 2024
Policy review date:	30 th August 2024
Policy responsibility:	Data Protection Officer