

Privacy Policy

This Privacy Policy explains how Blue Flamingo Ltd (“we”, “us”, or “our”) collects, uses, and protects your personal information when you visit our website or engage with our HR consultancy services.

We are committed to ensuring that your privacy is protected and we comply with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

Effective Date – 15th May 2025

1. Who We Are

Blue Flamingo Ltd is a human resources consultancy that supports hospitality and service-based businesses with tailored people solutions. Blue Flamingo Ltd is the data controller responsible for your personal data.

Website: www.blueflamingopeople.co.uk

Email: info@blueflamingopeople.co.uk

Address: 9 Palace View, London, CR0 8QU

Company Number: 16333820 (registered in England)

ICO Registration Number: ZC164727

2. What Information We Collect

We may collect and process the following types of personal data:

a. Information you provide to us:

- Name, email address, phone number, job title
- Company name and business details
- Enquiry details or service requests
- Information shared during the course of our consultancy work, which may include details about your employees or workforce

b. Information we collect automatically:

- IP address, browser type, and device information
- Website usage data via cookies and analytics tools (see section 8)

c. Special category data:

In the course of providing HR consultancy services, we may occasionally process special category data (such as health information or trade union membership) where this is necessary for employment, social security, or social protection purposes under Article 9(2)(b) of the UK GDPR, or where you have provided explicit consent. We handle such data with extra care and only where strictly necessary.

3. How We Use Your Information and Our Lawful Bases

We only process personal data when we have a lawful basis to do so. The list below sets out how we use your data and the basis we rely on:

- **Provide HR consultancy services** — Performance of a contract
- **Respond to enquiries or contact requests** — Legitimate interests (responding to potential clients)
- **Process invoices and payments** — Performance of a contract
- **Maintain accounting and tax records** — Legal obligation
- **Send relevant updates or newsletters** — Consent (you can withdraw at any time)
- **Improve our website and services** — Legitimate interests

4. How We Share Your Information

We will never sell your personal data. We may share your information with trusted third parties, including:

- Service providers such as IT support and cloud-based platforms (e.g., email or file-sharing systems)
- Legal or regulatory authorities where required by law
- Subcontractors or associates working on your project (with appropriate safeguards in place)

We have written data processing agreements in place with our processors as required by Article 28 of the UK GDPR, and they may only process your data on our documented instructions.

5. International Data Transfers

Some of our service providers (for example, cloud platforms and analytics tools) may store or process data outside the UK. Where this happens, we ensure appropriate safeguards are in place, such as:

- Transfers to countries covered by a UK adequacy decision; or
- The UK International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses.

You can request more information about our transfer safeguards by contacting us using the details in section 14.

6. Data Retention

We retain personal data only for as long as necessary:

- **Client data:** 7 years after the end of our working relationship (for accounting, tax, and legal purposes)
- **Enquiries:** 12 months unless you become a client
- **Marketing contacts:** Until you unsubscribe or withdraw consent

7. Your Data Protection Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Request correction or erasure
- Object to or restrict processing
- Data portability (receive your data in a portable format)
- Withdraw consent at any time (where applicable)
- Lodge a complaint with the Information Commissioner's Office (www.ico.org.uk)

To exercise any of your rights, please email info@blueflamingopeople.co.uk. We'd appreciate the chance to address any concerns directly before you escalate to the ICO.

8. Cookies and Analytics

Our website uses cookies to enhance your experience and help us understand how visitors interact with the site. You can manage cookie settings in your browser or decline non-essential cookies on our cookie banner.

We use Google Analytics to track anonymised website usage statistics. For more information, visit: <https://policies.google.com/privacy>

For details of the specific cookies we use, please see our Cookie Policy or cookie banner.

9. Automated Decision-Making

We do not use automated decision-making or profiling that produces legal or similarly significant effects on you.

10. Children's Data

Our services are directed at businesses, not children. We do not knowingly collect personal data from anyone under the age of 16.

11. Security Measures

We take data protection seriously and have implemented appropriate technical and organisational measures to protect your data, including encryption, secure access controls, and staff training.

12. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website with the “Effective Date” clearly shown. Where changes are material, we will notify you directly where appropriate.

14. Contact Us

If you have any questions about this policy or how we handle your data, please contact:

Blue Flamingo Ltd

info@blueflamingopeople.co.uk

9 Palace View, London, CR0 8QU

Company Number: 16333820 (registered in England)