

Capital Edge HR – Privacy Policy

Capital Edge HR Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website capitaledge-hr.com, engage with our services, or otherwise interact with us.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and applicable data protection legislation.

Please read this Privacy Policy carefully.

1. Data Controller and Data Protection Lead

For the purposes of data protection law, Capital Edge HR Ltd is the **data controller** in relation to personal data collected through our website, marketing activity, and business relationships.

In certain circumstances, when delivering HR consultancy or compliance services to clients, Capital Edge HR Ltd acts as a **data processor** on behalf of its clients, who remain the data controllers for their employees’ personal data.

We have appointed a Data Protection Lead (DPL) responsible for overseeing compliance with this policy.

Contact details:

Data Protection Lead

Email: support@capitaledge-hr.com

2. Company Contact Details

Legal entity: Capital Edge HR Ltd

Registered address: 86–90 Paul Street, London, EC2A 4NE

Email: marie.proctor@capitaledge-hr.com

Website: capitaledge-hr.com

You have the right to lodge a complaint with the Information Commissioner’s Office (ICO):

<https://ico.org.uk>

We encourage you to contact us first so we can address any concerns promptly.

3. Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be published on our website. Where changes are material, we may notify you directly.

You are responsible for ensuring the personal data we hold about you is accurate and up to date.

4. Scope of This Policy

This Privacy Policy applies to:

- Visitors to our website
- Prospective and existing clients
- Business contacts, suppliers, and partners
- Individuals whose data is provided to us by our clients in the course of delivering services

It does not apply to third-party websites linked from our website.

5. Third-Party Links

Our website may contain links to external websites or platforms. We do not control those websites and are not responsible for their privacy practices. You should review their privacy policies separately.

6. Personal Data We Collect

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

Identity and contact data

- Name, job title, organisation
- Business email address, telephone number, business address

Business and engagement data

- Details of enquiries, service discussions, contracts, and communications
- Information about your organisation or workforce relevant to our services

Financial data

- Payment and billing details

Technical data

- IP address, browser type, operating system, device information

Usage data

- How you interact with our website, emails, or content

Marketing data

- Communication preferences and consent records

Employee Data from Clients

When delivering HR consultancy or compliance services, we may process limited employee personal data provided by our clients. In these circumstances:

- Our client is the data controller
- Capital Edge HR acts as a data processor
- We process such data only on documented client instructions
- We apply strict confidentiality, security, and access controls

7. How We Use Personal Data

We use personal data to:

- Deliver HR consultancy, advisory, and compliance services
- Respond to enquiries and proposals
- Manage contracts, relationships, and accounts
- Process payments and financial records
- Communicate service updates and operational information
- Send marketing communications where permitted
- Improve our services, systems, and website
- Meet legal, regulatory, and professional obligations

We do not use personal data for purposes incompatible with those above.

8. Lawful Bases for Processing

We process personal data only where a lawful basis applies, including:

- **Contract** – to perform or prepare a contract with you
- **Legitimate interests** – to operate, develop, and protect our business, provided your rights do not override those interests
- **Legal obligation** – to comply with applicable law
- **Consent** – for marketing communications or specific activities

Our legitimate interests include business development, service improvement, relationship management, fraud prevention, and operational security.

You may withdraw consent at any time.

9. Marketing Communications

We will only send marketing communications where:

- You have provided consent, or
- We have a legitimate interest based on an existing business relationship

You can unsubscribe at any time using the link in our emails or by contacting us directly.

We do not sell or trade personal data for marketing purposes.

10. Data Sharing

We may share personal data with trusted third parties, including:

- IT, cloud, and website hosting providers
- Payment processors
- Professional advisers (legal, accounting, insurance)
- Regulators or authorities where required by law

All third parties are required to process personal data securely and only in accordance with our instructions.

11. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration, or disclosure.

While we take reasonable steps to protect data transmitted electronically, no system can guarantee absolute security.

12. International Transfers

Some service providers may process data outside the UK or EEA. Where this occurs, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations
- Standard contractual clauses approved by the ICO

13. Data Retention

We retain personal data only for as long as is necessary to fulfil the purposes for which it was collected, including to satisfy legal, regulatory, tax, accounting, contractual, and professional obligations.

Retention periods are determined based on the nature of the data, the purpose for which it is processed, and applicable legal requirements. In most cases, personal

data will be retained for no longer than six years following the end of the relevant business relationship, unless a longer retention period is required or justified by law or contractual obligation.

Typical retention periods include:

- Client contracts, engagement records, and correspondence: six years after the end of the engagement.
- Financial and tax records: in accordance with statutory requirements, typically six to seven years.
- Marketing and enquiry data: until consent is withdrawn or the data is no longer required for legitimate business purposes.
- Website analytics and technical data: retained for limited periods in accordance with our Cookie Policy.
- Employee personal data processed on behalf of clients: retained strictly in accordance with client instructions and contractual data processing terms.

Where personal data is no longer required, it is securely deleted, anonymised, or destroyed in accordance with our data management procedures.

We may retain anonymised or aggregated data indefinitely for statistical, analytical, or service-improvement purposes, as such data no longer identifies individuals.

14. Your Legal Rights

You have the right to:

- Access your personal data
- Rectify inaccurate data
- Request erasure
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent
- Not be subject to automated decision-making
- Lodge a complaint with the ICO

To exercise your rights, contact: info@capitaledge-hr.com

15. Cookies

Our website uses cookies and similar technologies. Please refer to our Cookie Policy for details.

16. Children

Our website and services are not intended for individuals under 16 years of age, and we do not knowingly collect personal data from children.