

WE CARE ABOUT YOUR PRIVACY

Real, Caring, Connecting and Enriching Lives. Our values are at the heart of everything we do. TrustedHousesitters respect and care about your privacy and are committed to protecting your personal data.

This Privacy Policy will help you understand how we process and protect your personal data as a result of your interest in applying for a job with us. We tell you about your privacy rights and how the law protects you.

This Privacy Policy is helpfully provided in a layered format so you can easily navigate to the specific areas set out below. Please use the [Glossary](#) to understand the meaning of some of the capitalised terms used in this Privacy Policy.

PURPOSE OF THIS PRIVACY POLICY

This Privacy Policy aims to give you information on how we process and protect your personal data, as a result of your interest in joining and pursuing a career with us. This is so that you are fully aware of how and why we are using your data.

Please read the following carefully to understand how our practices regarding your personal information and how we will treat it. If you do not agree with this Privacy Policy, please do not use our site.

It is important that you read this Privacy Policy together with any other privacy notices or other policies we may provide. This Privacy Policy supplements the other notices and is not intended to override them.

WHO WE ARE & CONTACT DETAILS

TrustedHousesitters is an online platform facilitating the connection between Home and Pet owners and Sitters. When we talk about TrustedHousesitters “we”, “our” or “us” in this policy, we are referring to TrustedHousesitters Ltd., the company which provides the Platform and/or Services.

For the purposes of the applicable data protection legislation TrustedHousesitters Limited of 20-22 Wenlock Road, London, N1 7GU (company number 07227301) is the Data Controller and is responsible for your personal data. This means that we determine the purposes and ways of the processing of your personal data.

If you have any general enquiries related to this Privacy Policy please email us here: privacy@trustedhousesitters.com. This email address is monitored on a regular basis and we aim to respond to your query as soon as possible.

CHANGES TO THIS PRIVACY POLICY

We may modify this Privacy Policy at any time, however, if we make any material changes to it we will revise the date at the top of the policy so please check and read this Privacy Policy each time you apply for a job with us.

YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal data we hold about you is accurate and current. Please keep us informed should your personal data change during your relationship with us. You can do this at any time by emailing us at privacy@trustedhousesitters.com.

THE DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about you from which you can be identified. It does not include data where the identity has been removed (anonymous data).

DATA COLLECTED BY US

We use different methods to collect data from and about you, including through direct interactions. We collect information from you when you voluntarily submit information directly to us via our platform or by email.

DATA COLLECTED BY THIRD PARTIES

We will use third party platforms such as LinkedIn and Workable (including organisations that link to and post personal information on Workable).

We may receive personal data about you from third parties such as a recruitment agency providing us with details of candidates that they think may be suitable for a role with us.

In each instance we will process and protect this data in the same way as data collected by us.

If we receive unsolicited personal data from a third party such as a recruiter we will destroy your data within 30 days.

We do not actively process any Special Categories of Personal Data about you (this includes for example; details about your race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data) so please do not include these details in your job application.

WHAT HAPPENS IF YOU DON'T PROVIDE US WITH YOUR PERSONAL DATA

Due to the nature of a job application we need to collect and process personal data, however, we aim to keep it to the minimum necessary for the completion of the recruitment process. If you fail to provide personal data when required, we will not be able to process your application for the applicable role that is being advertised.

HOW WE PROCESS YOUR PERSONAL DATA

We have set out below, in a table format, a description of all the ways we process your personal data, and the legal bases we rely on to do so. Please email privacy@trustedhousesitters.com if you need details about the specific legal basis we are relying on to process your personal data.

Purpose/Activity	Type of data	Lawful basis for processing
Processing your application Selecting/screening candidates for interview Interviewing candidates Corresponding with candidates Onboarding successful candidate	Application data	Consent (including consent obtained by the third parties from whom we collect personal data)
To maintain and retain records in connection with legal claims and regulatory investigations; and for governance & compliance purposes	Application data	Necessary for the compliance with a legal obligation to which we are subject

HOW THIRD PARTIES PROCESS YOUR PERSONAL DATA

In order to facilitate your job application and the recruitment process we primarily use a third party recruitment platform named Workable Inc, 33 Farnsworth Street, 4th floor, Boston, Massachusetts, 02210.

On occasion we may use a trusted third party recruitment company. Please contact us at privacy@trustedhousesitters.com for confirmation of whether a third party recruitment company has been used to process your application.

We require all third parties to respect the security of your personal data and to process it in accordance with the law. We do not allow our third party providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

RIGHTS IN RELATION TO YOUR PERSONAL DATA

You have rights under data protection laws in relation to your personal data, in particular the following rights:

1. To request access to your personal data (commonly known as a "[Subject Access Request](#)"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
2. To request confirmation as to whether or not your personal data is being processed.
3. To request the correction of your personal data that you consider to be inaccurate. This enables you to have any incomplete or inaccurate data we hold about you corrected. However, we may need to verify your identity and the accuracy of the new data you provide to us.
4. To request erasure of your personal data. This enables you to ask us to delete or remove personal data, for example: i) where there is no good reason for us continuing to process it; ii) where you have successfully exercised your right to object to processing (see below); iii) where we may have processed your information unlawfully; iv) where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons. These reasons will be notified to you at the time of your request.
5. To object to processing of your personal data. This enables you to object to the processing of your personal data if you feel it impacts on your fundamental rights and freedoms. In some cases, we may have compelling legitimate grounds to process your information which can override your right to object.
6. To request restriction of processing your personal data. This gives you the option to ask us to suspend the processing of your personal data in the following scenarios: i) if you want us to establish the data's accuracy; ii) where our use of the data is unlawful but you do not want us to erase it; ; or iii) you have objected to our use of your data but we need to verify whether we have overriding legitimate ground to use it.
7. To request transfer of your personal data. If you request us to do so, we will provide to you, or a third party of your choice, your personal data in a commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use, or where we have used the information to perform a contract with you.
8. To withdraw consent to the processing of your data. If you request us to do so, we will no longer process your data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we will not be able to provide the Services for you. Also, we will advise you of this at the time you withdraw your consent.
9. To not have a decision made about you based solely on automated processing.

If you wish to exercise any of the rights set out above, in the first instance, please email us at privacy@trustedhousesitters.com using the [Subject Access Request](#) form.

We will respond to you within 30 days of receipt of your request. Occasionally it may take us longer than 30 days if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please email us privacy@trustedhousesitters.com in the first instance.

DOES MY DATA GO OUTSIDE OF THE EEA

We will use third party service providers that are based outside the European Economic Area (EEA) and this will involve the transfer of your personal data outside the EEA. As a result, the transferred data may not be processed and protected in the same way as set out in this Privacy Policy. You need to be aware that if your information is transferred to a country outside the EEA, that country may not have adequate data protection laws or appropriate safeguards.

However, when we transfer your personal data out of the EEA, we endeavour to ensure that a similar degree of protection is afforded to it by implementing at least one of the following safeguards:

- By transferring personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.

Please email us at privacy@trustedhousesitters.com if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, altered or disclosed, used or accessed in an unauthorised way. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know it. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. However, the transmission of data via the internet and email is not completely secure and we cannot guarantee that unauthorised parties will not be able to defeat those measures.

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

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes for which we collected, including for the purposes of satisfying any legal, accounting, or internal reporting requirements. Typically this will be up to 30 days after the closing date for unsuccessful applicants unless otherwise notified by email, and one year after the passing of the relevant probationary period for the successful candidate.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for compliance, governance, legal and/or regulatory purposes in which case we may use this information indefinitely without further notice to you.

SUBJECT ACCESS REQUEST

If you have any queries regarding how your personal data is processed, you can submit a [Subject Access Request](#). You will not have to pay a fee to access your personal data (or to exercise Your

Legal Rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

WHAT INFORMATION WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise Your Legal Rights). This is a security measure to ensure that your personal data is not disclosed to any person who does not have the right to receive it. We may also contact you to ask you for further information, in relation to your request, to speed up our response.

PROCESSING YOUR DATA FOR OTHER PURPOSES

In the future we may decide to sell, transfer or merge parts of our business or our assets. Alternatively we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason, and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please email us at privacy@trustedhousesitters.com

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

GLOSSARY

Application Data includes the data necessary for identifying your suitability for a role with us such as Identity Data and skills, knowledge, education, experience, career history and previous employers. Such data will be as set out in the job application.

Platform means the online platform accessed via the website or mobile application.

Technical Data includes internet protocol (IP) address, your login data, device type, device version, browser type and version, browser plug-ins types, time zone setting and location, traffic data, search criteria, weblogs and other communications data, operating system and platform and other technology on the devices you use to access this website.