



## OMNIA PRIVACY NOTICE / TERMS OF USE

### 1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR and data protection law.

### 2. How we use your information

This privacy notice tells you what to expect when Omnia Outsourcing Ltd (Omnia) collects personal information. It applies to information we collect about:

- visitors to our websites;
- people who use our services, e.g. who subscribe to our newsletter or request information from us; and
- our current and former employees.

### 3. Visitors to our website

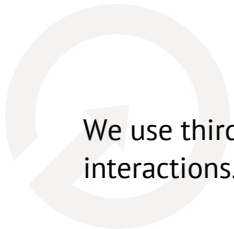
When someone visits [www.omniaoutsourcing.com](http://www.omniaoutsourcing.com) or [omniapayroll.com](http://omniapayroll.com) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Omnia uses a third party service provider to help maintain the security and performance of the website. To deliver this service it processes the IP addresses of visitors to the website.

#### WordPress

We use a third party service, WordPress.com for our website. Omnia site is hosted at WordPress.com, which is run by Automattic Inc. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. For more information about how WordPress processes data, please [see Automattic's privacy notice](#).

### 4. People who contact us via social media



We use third party providers; Facebook, Twitter and Linked In to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by the platform for three months. It will not be shared with any other organisations.

## **5. People who call us**

When you call Omnia we collect Calling Line Identification (CLI) information and we record calls. We use this information to help improve efficiency and effectiveness.

## **6. People who email us**

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## **7. People who make a complaint to us**

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

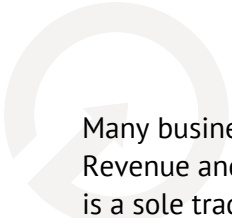
We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

## **8. People who use Omnia services**

Omnia offers various services. We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes.



Many businesses are required by law to 'notify' certain specified information to Her Majesty's Revenue and Customs. This may contain personal information, for example where the business is a sole trader. Omnia compiles this information into a list which it is required by law to make available. Omnia cannot therefore give any guarantees as to how the information contained on the list will be used by those accessing it.

When individuals fill in their registration forms, they are asked to provide their contact details. Omnia will use this for its own purposes, for example where we have a query about a registration but will not publish or distribute it.

When we request information as part of the registration process, we make it clear where the provision of information is required by law and where it is voluntary.

## **9. Current and former Omnia employees**

What will we do with the information you provide to us?

All of the information you provide will only be used for the purpose of managing your contract of employment, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during your contract with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

## **10. Umbrella Employee and Self-employed Contractor**

This paragraph covers all data subjects managed by Omnia for payroll purposes.

The Data Protection Officer/GDPR Owner is responsible for ensuring that this notice is placed in front of potential data subjects who will be employed by Omnia prior to collecting / processing their personal data. This notice must be placed in front of a potential prospects / workers before transfer of data pertaining to payroll & pension outsourcing contract agreement between Omnia Outsourcing Ltd and the client wishing to outsource their payroll function.

Fair Processing Notice

- The personal data we collect from you will be used for the following purposes (or part thereof): fully managed payroll and pension outsourcing on behalf of the client.
- Internal personnel records and identity checks for employees of Omnia Outsourcing Ltd.
- Email notifications to advise business owners / authorised payroll contacts of specific payroll duties and legislation changes in services.
- Email marketing for business owners / authorised contacts to promote additional services that Omnia may offer which is connected to the nature of its core business.



- Notification to HMRC, DWP and any regulatory authority deemed as lawful and correct. By consenting to this, you are giving us permission to perform those actions. You may withdraw consent at any time by emailing [info@omniaoutsourcing.com](mailto:info@omniaoutsourcing.com).

## **11. Your rights**

Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you.

## **12. Complaints or queries**

Omnia tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Omnia's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

## **13. Access to personal information**

Omnia tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to Omnia for any personal information we may hold you need to put the request in writing addressing it to our Data Protection Lead, writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes.

## **14. Disclosure of personal information**

In most circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:



- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

### 15. Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### 16. Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 16 Dec 20.

### 17. How to contact us


If you want to request information about our privacy policy you can [email us](#) or write to:

Omnia Outsourcing Ltd  
40 Caversham Road  
Reading  
RG1 7EB

#### *Document Owner and Approval*

The Data Protection Lead / GDPR Owner is the owner of this document and is responsible for ensuring that this record is reviewed in line with the review requirements of the GDPR.

A current version of this document is available to all members of staff.

Signature: 

Date: 16 December 2020

#### Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Director	21 May 2018
2	Reviewed	Director	16 Dec 2020