

Juggle Jobs Privacy Policy

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

Summary:

We use personal data to provide our job matching service and related content to people who request or register for it, and to manage our relationships with those people.

Generally, we do not give your information to third parties, but there are some exceptions where we use external service providers to power our operations – some of these are outside Europe.

We are happy to answer your questions about any of this – email us at hello@juggle.jobs

Who we are

Juggle Jobs Ltd trading as 'Juggle' collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and how we use it

Information collected by us – if you are a professional seeking a role

We collect the following personal information when you provide it to us:

- Profile information you provide when signing up for our service. We use this to provide you with our service, including matching you to roles we think you'll be suitable for, communicating those roles to you, and scheduling interviews. We also use it to combine it with other professionals' data in order to carry out analysis and statistical research and product improvement, including improving the way we match professionals to roles.
- Further information you provide to us in 'on-boarding' emails and phone calls with you following your having submitted your profile information. We use this in the same way - to provide you with our service and for analysis and statistical purposes.
- The contents you submit for any application for a role using our service. We use this in the same way - to provide you with our service and for analysis and statistical purposes.
- Your response to our checking whether you want us to share your details with a prospective hirer. We use this to determine whether or not to pass your information to the hirer.
- Your preferences as to whether we contact you with our email newsletter and research request emails.
- Your preferences as to whether we contact you with other roles.
- Any feedback you give us regarding Juggle.
- Tracking data in respect of your use of the Juggle platform, through our use of third party partners. We use this to improve our user experience and improve the efficiency and impact of our service.

Information collected by us – if you work for a business seeking to hire someone for a role

We collect the following personal information when you provide it to us:

- Profile information you provide when signing up for our service. We use this to provide you with our service, including contacting you in relation to roles you wish to fill, notifying you of responses to roles you have asked us to help you fill, scheduling interviews and matching your business to potential applicants.
- Further information you provide to us in 'on-boarding' emails and phone calls with you following your having submitted your profile information.
- The contents of any application for a role you submit using our service.
- Any payment data you provide to us which may contain personal data (for example, on a payment card). We use this to collect payment for our service.
- Any feedback you give us regarding Juggle.
- Tracking data in respect of your use of the Juggle platform, through our use of third party partners. We use this to improve our user experience and improve the efficiency and impact of our service.

Information collected by us – if you sign up for our newsletter

We collect your email address when you sign up to receive our newsletter. We use this to send you the newsletter and to process any 'unsubscribe' requests.

Information collected from other sources

We also obtain personal information from other sources as follows:

- Where you provide a link to your LinkedIn profile, we will obtain information from that profile from LinkedIn.
- Where you apply for a role we are handling in response to a posting on a recruitment agent's website, we will receive information regarding your application from that agent.

This website is not intended for children under 16 and we do not knowingly collect data relating to children.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of the Juggle service may become inaccessible or not function properly. For more information about the cookies we use, please see <https://s3-eu-west-1.amazonaws.com/juggle-jobs-media/juggle-jobs-cookie-policy.pdf>

Who we share your personal information with

We routinely share your data with our third-party suppliers who help us process the data. This data sharing enables us to provide you with the Juggle service, to send out our newsletters and track your usage of the Juggle platform. A list of our current service providers who process personal data for us is available here <https://s3-eu-west-1.amazonaws.com/juggle-jobs-media/juggle-jobs-third-party-data-processors.pdf>. Some of those third-party recipients are based outside the European Economic Area — for further information including on how we safeguard your personal data when this occurs, see 'Transfer of your information out of the EEA'.

If you are a professional using Juggle, we will share your details and your applications for any roles with the relevant hiring business.

If you are a hiring business using Juggle, we will share your contact details with applicants for roles you wish to fill using Juggle.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

If you are a professional using Juggle, the provision of your email, name, phone number, Skype ID, street address and LinkedIn profile, plus your CV, salary expectations and work preferences is required from you to enable us to provide you with the Juggle service. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

If you are a business using Juggle, the provision of your email, name, phone number, Skype ID, street address and LinkedIn profile, plus your payment details, is required from you to enable us to provide you with the Juggle service. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How long your personal information will be kept

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

- If you are a professional who has signed up to the Juggle service, we will keep your data for up to 2 years after your last response to an email, or your last login to Juggle.
- If you are a business user of Juggle, we will keep your data for up to 2 years after your last response to an email, or your last login to Juggle, except where we need to retain it longer for the purposes of satisfying any legal, accounting, or reporting requirements.
- If you have signed up to receive our email newsletter, we will keep your data for up to [2 years after your last response to a newsletter.

Reasons we can collect and use your personal information

What is the legal basis on which we rely to process personal information?

For some uses, we may process personal information with consent (for example, when you agree to receive our newsletter). You have the right to withdraw your consent at any time by contacting us on the email address below.

On other occasions, we may process personal information when we need to do this to fulfil a contract with you (see the section above “Whether information has to be provided by you, and if so why”) or where we are required to do this by law. If we didn’t process the data for those purposes, we’d be unable to provide you with the Juggle service.

We also process your personal information when it is in our legitimate interests to do this and when we consider these interests are not overridden by your data protection rights. Those legitimate interests include using your information for research and analysis purposes, and improvement of the Juggle service, which we aim to do in a way that works to improve the recruitment process for both hirers and applicants.

Transfer of your information out of the EEA

We may transfer your personal information outside the European Economic Area (EEA) as follows:

- To the USA, in order to have our third-party suppliers assist us in running the Juggle service, providing analysis of the usage patterns on the site, and sending out our newsletters;

The USA does not have the same data protection laws as the United Kingdom and EEA. Whilst the European Commission has not given a formal decision that the USA provides an adequate level of data protection similar to those which apply in the United Kingdom and EEA, any transfer of your personal information will be subject to one of the following safeguards as permitted under the [General Data Protection Regulation](#) that are designed to help safeguard your privacy rights and give you remedies in the unlikely event of a misuse of your personal information.

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. For more details see here - https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en

Other providers are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US. For more details see here - https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en

If you would like further information please contact us (see 'How to contact us' below). We will not otherwise transfer your personal data outside of the United Kingdom and the EEA.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights 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 those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- 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](#).

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

- email, call or write to us at hello@juggle.jobs,
- let us have enough information to identify you (your email address),
- 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 email newsletter you can also click on the 'unsubscribe' button at the bottom of the newsletter.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, 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 data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

How to complain

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

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was last updated on Friday 18th May 2018.

We may change this privacy notice from time to time, when we do we will inform you via your account on the Juggle website or by email.

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 to hello@juggle.jobs, or write to Juggle Jobs, c/o Wesley Cooper Ltd, Parker House, 44 Stafford Road, Wallington, Surrey, England, SM6 9AA.