

PRIVACY NOTICE

This Privacy Notice sets out how Mumbai Milano uses and protects any information that you give us in the course of your interactions with our business, or when you use this website.

Mumbai Milano is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this Notice.

This Privacy Notice tells you what to expect when we collect and use your personal information. It applies to information we collect about:

- Visitors to our website
- Surveys and market research that we carry out
- Individuals who use our products or services
- Individuals who subscribe to our newsletter or request information from us
- Job applicants, and our current and former employees
- Restaurant bookings, reservations and enquiries

What information do we typically collect?

We may collect the following information:

- Name and Job Title
- Contact information, including an email address
- Demographic information, such as a postcode, preferences, and interests
- Other information relevant to customer surveys and/or offers

What do we do with this information?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information that we think you may find interesting, using the email address you have provided.

- From time-to-time we may also use your information to contact you for market research purposes. We may contact you by email, phone, or by post. We may use the information you provide to make changes to our business processes or website.

Visitors to our websites

[ANDREW ARE THEY USING GOOGLE ANALYTICS???)

When someone visits www.mumbaimilano.co.uk 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 that does not identify anyone. We do not 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.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Cookies

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes, and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being visited on our website. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no

way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over any other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide while visiting such sites, and such sites are not governed by this Privacy Notice. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you complete a form on this website, if you do not wish to be contacted for direct marketing purposes, ensure you do not tick the appropriate box that enables us to contact you.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us, or emailing us at mumbaimilano@gmail.com.

We will not sell, distribute, or lease your personal information to third parties unless we have your permission, or are required to do so by law. We may use your personal information to send you promotional information about third parties who we think you may find interesting, if you tell us that you wish this to happen.

E-newsletter

We use a third party provider, MailChimp, to deliver our monthly e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter.

Website

We use a third party service, [WordPress.com](#), to publish our website. This site is hosted by [Insert your details Andrew or whatever they are](#). We use standard methods 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. Visitors that wish to leave a comment on our blog are required to enter a name and email address.

Social media

We have social media profiles on Facebook, Twitter and Instagram [\[please hyperlink these\]](#).

If you send us a private or direct message via social media the message will be stored on those sites but will not be shared with any other organisations.

Email communication

We use anti-virus software from Gmail to 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.

Complaints

If we receive a complaint, we make up a file containing the details. 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 disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the performance or behaviour of an individual is in question. 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. 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 to check on the level of service we provide.

Customers and Consumers

We offer various products and services. We have to hold the details of individuals who have requested products and services to enable us to supply them. However, we only use these details to provide the service the person has requested, and for other closely related purposes. For example, we might use information about people who have requested a service to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

Job applicants, current and former employees

We are the Data Controller for the information you provide, unless otherwise states. If you have any queries about the process or how we handle your information, please contact us at mumbaimilano@gmail.com.

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

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements, if necessary.

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

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

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. The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way that can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. This information will be held in confidence.

If you are unsuccessful following assessment for the position you have applied for, we may retain your information on file for potential future opportunities.

Letter of offer

If we send you a letter of offer of employment, we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to obtain employment. We are required to confirm the identity of our staff, their right to work in the UK, and seek assurance as to their trustworthiness, integrity, and reliability. You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- You will be asked to provide your email address so you can receive electronic payslips and a monthly employee newsletter.
- Depending on the work you do, you may be asked to provide information to complete a Basic Criminal Record Check via AccessNI, which will verify your declaration of unspent convictions.
- We will contact your referees, using the details you provide in your application, to obtain references
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work, and to ensure

that your working conditions will not negatively impact on your health, should you have a pre-existing condition.

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

All of the information we require will be held in your personnel file, which is held securely and has restricted access based on the “need to know” principle.

Use of data processors

Data Processors are third parties who provide elements of our recruitment service for us. We have contracts in place with our Data Processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

If you are an employee, some of your personnel records will be held on Google Drive, which is an internally used HR records system, which is password protected and has restricted access. Some of your records will also be held on our payroll system. Likewise, some of your details will be provided to no one at present, who are the administrators of our auto-enrolment pension scheme.

From time-to-time, you may be required to undergo random drug testing, which will be carried out by a certified third party. You may also be required to undertake Occupational Health services, which are provided by a third party.

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 40 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks, and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 5 years from the closure of the campaign. This includes information generated throughout the assessment process, for example interview notes.

Equal opportunities information is retained for 12 months following the closure of the campaign, whether you are successful or not, and is reported to the Equality Commission annually.

How we make decisions about recruitment?

Final recruitment decisions are made by hiring managers and members of our recruitment team. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to your contact within our recruitment team or by emailing mumbaimilano@gmail.com.

Your rights

Under the General Data Protection Regulations, you have rights as an individual which you can exercise in relation to the information we hold about you. For more information see <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Complaints or queries

We try 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 our 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.

Access to personal information

Individuals can find out if we hold any of their 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 us for any personal information we may hold, you need to put the request in writing, and send it to the address 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 by, once again, contacting us at the address below.

Disclosure of personal information

In many 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 individual concerned, and potentially with our Management Team.

Links to other websites

This privacy notice does not cover the privacy notices of the third parties we use. We encourage you to read their privacy notices in addition to our own.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was first published on 29.07.19.

How to contact us

If you want to request information about our privacy policy you can email us or write to:

mumbaimilano@gmail.com | Mumbai Milano, 11 Wellington Place, Belfast BT1 6GE

First Published 29th July 2019