

Teammate

Privacy

Notice

This Privacy Notice informs job applicants and teammates about how Love Business Group Limited ("LOVE") collect, process, and store their personal and sensitive data.



1. Introduction

At LOVE, we are committed to protecting and respecting the privacy of candidates that apply for a position with us and teammates who work for LOVE. We are a data controller with a limited company registration number of 06322305 and are registered with the Information Commissioner's Office ("ICO") with registration number Z3162259.

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share data about you during your employment and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide you from time to time when we collect or process personal data about you.

When you provide your personal data to us, you are deemed to have read this privacy notice and to have accepted its terms.

Our full contact details are: LOVE BUSINESS GROUP LIMITED 2 Springfield Court Summerfield Road **Bolton** BL3 2NT

Questions, comments, and requests regarding this privacy notice are welcomed by contacting us on 01204 867 528 or email us at legal@lovebusiness.co.uk.

Please note that you have the right to make a complaint at any time to the 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 contact us using the above details in the first instance.

We may vary this privacy notice from time to time, so we encourage you to check it regularly. This privacy notice was last reviewed and updated on 1 October 2025.

It is important that the personal data we hold about you is accurate and current. Please let us know if any personal data which we hold about you needs to be corrected or updated at any time.



2. How We Collect Data

Personal data, or personal information, means any data about an individual from which that person can be identified. This privacy notice also explains the types of personal data we collect from you, and the lawful basis we rely on under data protection legislation to use your personal data. Under data protection legislation, we are only permitted to use your personal data if we have a lawful basis for doing so as set out in the data protection legislation.

Applicants

We collect personal data from you in the course of our recruitment relationship with you and also receive data about you if you progress through the recruitment process and are successful in an application. This can include when you apply for a job vacancy directly with us through our website, a Partner Job Board; one of our recruitment partners, when you submit a generic application via email to our recruitment email address and/or when you are referred to LOVE by a teammate. Alternatively, when you contact us through individual communication methods such as our main telephone contact number or enquiries email address.

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For teammates, we may collect this data from you, your manager, your personnel records, the Home Office, share scheme administrators, pension administrators, your doctors, from medical and occupational health professionals we engage and from our insurance benefit administrators, other employees, consultants and other professionals we may engage, e.g., to advise us generally and/or in relation to any grievance, conduct appraisal or performance review procedure, systems used such as door entry systems, swipe card systems, as keystrokes and mouse movements, screen capture, application logs, automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, remote access systems, email and instant messaging systems, intranet and Internet facilities, telephones, voicemail, mobile phone records, data loss prevention tools, next-generation firewalls, unified threat management systems, transport layer security, eDiscovery technology, mobile device management systems, relevant websites and applications.



3. What Data We Collect

Below sets out the type of personal and sensitive data we may collect about you. If your personal data changes at any time, please keep us informed so we can ensure your data is accurate, complete and current.

Applicants

As an employer and recruiter within the business community, we process a range of personal data about you. Personal data we collect about you can include:

- contact details including your email address and telephone number (work and personal);
- recruitment data including your C.V. and your employment history;
- your name, date of birth, the company you work for and your job title;
- data you submit to our website to enable us to send marketing communications that could be of interest to you for example, if you have registered your interest in a particular department for recruitment updates;
- data we collect on the door, reception and / or gated barriers at our offices if you are a visitor to our offices;
- when we obtain references from your previous employer/s; and,
- any other data relating to you which you provide to us.

We will always store your personal data securely and we will never ask you for any data that we do not need.

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Depending on your employment status (employee, worker, independent contract, consultant, volunteer, or intern), we may collect the following data during your employment:

- Your name, personal and work contact details
- Your emergency contacts
- Information collected during the recruitment process that we retain during your employment including obtaining references for vetting purposes, live interview questions and any interview scores
- **Employment contract information**
- Details of pay and benefits
- Details of invoices/fees
- Bank/building society details
- National Insurance contributions and tax information, date of birth
- Your nationality and immigration status and information from related documents
- A copy of your identification documents.



- Details of your share incentive and pension arrangements, and all information included in these
- Information regarding your fitness for work, and information in your sickness and absence records (including special category data regarding your physical and/or mental health)
- Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs
- Disclosure of whether you have a criminal record
- Your trade union membership
- Information on grievances raised by or involving you
- Information on conduct and/or other disciplinary issues involving you
- Details of your appraisals and performance reviews
- Details of your performance management/improvement plans (if any)
- Details of your time and attendance records
- Information regarding your work output
- Information in applications you make for other positions within our organisation
- Information about your use of our IT, communication and other systems, and other monitoring information
- Your image, in photographic and video form
- Details of your use of business-related social media, such as LinkedIn
- Your use of public social media (only in very limited circumstances, to check specific risks for specific functions within our organisation; you will be notified separately if this is to occur)

Please note, some of the above information may also include special category data, where relevant.

The table within the Schedule summarises the data we collect and hold, how and why we do so, how we use it and with whom it may be shared. We only use your data for the purposes for which we collected it subject to limited exceptions, such as where we reasonably consider that we can use your data for another reason which is compatible with the original purpose for which it was collected. We may use your data in different ways depending upon the circumstances.

We may need to share some of the categories of personal data set out in the Schedule with other parties, such as external contractors and our professional advisers and potential purchasers of some or all of our business or on a re-structuring. Usually, data will be anonymised but this may not always be possible. The recipient of the data will be bound by confidentiality obligations. We may also be required to share some personal data or as required to comply with the law.



4. Why We Collect Data

We will typically collect and use this data for the following purposes (other purposes that may also apply are explained in our Data Protection Policy):

- for the performance of a contract with you, or to take steps to enter into a contract;
- for compliance with a legal obligation (e.g. our obligations to you as your employer under employment protection and health safety legislation, and under statutory codes of practice, such as those issued by Acas);
- for the purposes of our legitimate interests or those of a third party (such as a benefits provider), but only if these are not overridden by your interests, rights or freedoms.
- because it is necessary for carrying out obligations or exercising rights in employment law;
- for reasons of substantial public interest (i.e. equality of opportunity or treatment, or regulatory requirements); and
- to defend any legal claims that may be brought against us in connection with your employment, or to establish, bring or pursue any claim against you, e.g. to enforce post-termination restrictions; this will typically involve passing data on to our legal advisers, who will be subject to strict professional and contractual duties of confidentiality.

Further information on the monitoring we undertake in the workplace and how we do this is available in our Data Protection Policy available with our suite of policies.

We seek to ensure that our data collection and processing is always proportionate. We will notify you of any material changes to data we collect or to the purposes for which we collect and process it.



5. Other Information

Where data may be held

Data may be held at our offices, third party agencies, service providers, representatives and agents as described above. In order to best facilitate our services to and interactions with you, we may store some of your personal data using cloud technologies managed by our third-party service providers. We have agreements in place with those third-party service providers and we require them to operate and conduct themselves in a way that is consistent with our legal and ethical obligations. We also employ technical and organisational measures to protect the confidentiality and security of any personal data shared with our third-party service providers.

We will not disclose your personal data to any third parties not outlined in this privacy notice for any reason unless:

- we are required to do so by law;
- disclosure is necessary for the purpose of, or in connection with, legal proceedings;
- it is to exercise or defend legal rights; or
- we have your consent to disclose it to them.

Where we transfer your personal data as described above, whether such transfer is within or outside the European Economic Area, we will always ensure that such transfer is safe and secure by ensuring that adequate safeguards are put in place to protect your personal data. As such, appropriate safeguards will be in place regardless of whether the transfer is to a country that is subject to an adequacy decision or where it is a nonadequate country.

How long we keep your data

We keep your data during and after your employment for no longer than is necessary for the purposes for which the personal data is processed. Further details on this are available in our Data Protection Policy that gives these details.

Your right to object to us processing your data

Where our processing of your data is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your data unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims. Please contact our Data Protection Officer (DPO), who can be contacted by emailing legal@lovebusiness.co.uk if you wish to object in this way.

Your rights in relation to your personal data

Please contact our DPO, who can be contacted by emailing legal@lovebusiness.co.uk if (in accordance with applicable law) you would like to correct or request access to data that we hold relating to you or if you have any questions about this notice. You also have the right to ask our DPO for some but not all of the data we hold and



process to be erased (the 'right to be forgotten') in certain circumstances. Our DPO will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal data secure

We have appropriate security measures in place to prevent personal data from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your data 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.

How to complain

We hope that our Data Protection Officer (our Legal and Compliance) can resolve any query or concern you raise about our use of your data. Please contact them at legal@lovebusiness.co.uk. If not, contact the Information Commissioner at https://ico.org.uk/make-a-complaint/or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.



Schedule

Applicants

We will only use and process your personal data where we have a lawful basis for doing so. This can include: determining your eligibility and suitability for employment with LOVE;

- keeping you updated on current vacancies / activities here at LOVE;
- inviting you to events or functions;
- obtaining employment references;
- providing you with updates and publications; and/or
- identifying and informing you of services that might be of interest to you.

With regard to the data we collect from you on our recruitment website, through Partner Job Boards and Agencies or through direct email contact, we will process this on the basis that you have provided your consent or where we have a legitimate interest in processing it.

We will not process any special category data about you without your explicit consent, which is not mandatory. If you do provide your consent, such data is used solely for the purposes of diversity monitoring and to ensure that any and all reasonable adjustments are made for applicants with disabilities.

When you apply for a vacancy via our website, direct to our recruitment email address or through our partner Job Boards or Recruitment Agencies, we will use the personal data you input to send you regular updates on activities and also vacancies we have available at LOVE, as it is in our legitimate interest to send you these emails. We promise to keep your details secure and not inundate you. We will retain your details for a maximum of 5 years from when we collect them from you. If you wish to opt-out, please click 'opt-out' on the bottom of the vacancy email.

In some instances, we will collect personal data from social media networks such as Facebook, Twitter, LinkedIn or Instagram during our interactions with your or your LinkedIn page. We sometimes process personal data that is published on social networks (please see the relevant social media platform's Privacy Policy if you wish to know how they process your data).

In addition, we sometimes share your data with our third-party service providers who perform functions on our behalf. These third parties service providers can include:

- third parties who verify recruitment information provided by applicants for example, Referees, and application screening service providers we engage as part of our graduate recruitment.
- our professional advisers including auditors;
- suppliers who provide certain support services for example, recruitment management and delivery of our marketing communications;
- IT service providers, such as those who administer and maintain our communication tools, such as Email Marketing, website marketing and provide us with software/systems; and/or
- third parties involved in organising our events.



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Below is more information about the data we collect and hold.

The data we collect	How we collect the data	Why we collect or process the data (purpose)	Legal basis for processing	How we may share the data
Your name, personal contact details (ie address, home and personal mobile phone numbers, personal email address)	From you	So that we can contact you by letter, email, or phone where necessary in relation to your employment	To enter into/perform the employment contract. Legitimate interest: to maintain employment records and good employment practice	We may share this data with the emergency services if required. Otherwise, not without your consent.
Your emergency contacts (ie name, relationship and home and mobile phone numbers)	From you	In case we need to let your next of kin or emergency contact know there has been an emergency, eg accident or illness	Legitimate interest: to maintain employment records and good employment practice Legitimate interest: to contact your next of kin/ emergency contacts if required in case of emergency	With the emergency services if required
Your work contact details (ie place of work, work landline and mobile phone numbers, work email address)	From you and our IT department/ systems	For general employment purposes	To enter into/perform the employment contract Legitimate interest: to allow workplace communications Legitimate interest: to maintain employment records and good employment practice	With your colleagues and business contacts, eg suppliers, customers, clients
Information collected during the recruitment process that we retain during your employment – including obtaining	From you and Referees	To ensure we retain appropriate records of your employment offer.	To enter into/perform the employment contract. Legitimate interest: to maintain	N/A



references for vetting purposes, live interview questions and any interview scores			employment records and good employment practice	
Details of salary and benefits, bank/building society, National Insurance contributions and tax information, your age	From you	To ensure you receive the correct pay and benefits	To perform the employment contract including payment of salary and benefits Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	With our bank and with HM Revenue & Customs (HMRC), Department of Work and Pensions (DWP) and Child Support Agency (CSA).
Details of invoices/fees, bank/building society details	From you	To ensure you receive the correct fee for your services	To perform the contract, including payment of fees	With our bank
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information	From you and, where necessary, the Home Office	To carry out right to work checks	To enter into/perform the employment contract To comply with our legal obligations Legitimate interest: to maintain employment records To carry out obligations and exercise rights in employment law For reasons of substantial public interest (preventing or detecting unlawful acts)	With the Home Office



Details of your share incentive arrangements, and all information included in these and necessary to implement and administer them	From you, our share scheme administrators and your personnel records	To administer your share scheme benefits	To perform the share incentive contract Legitimate interests: to comply with tax, legal, regulatory and corporate governance obligations and good employment practice, to carry out obligations under employment law, for the establishment, exercise or defence of legal claims, to incentivise staff	With our share scheme administrators, with HMRC and with any third party granting or satisfying the share incentive arrangements
Details of your pension arrangements, and all information included in these and necessary to implement and administer them	From you, from our pension administrators and (where necessary) from your own pension fund administrators	To administer your pension benefits and to comply with our pension obligations	To perform the employment contract including employment-related benefits To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	With our pension administrators NEST and with HMRC
Information regarding your fitness for work	From you, from your doctors, from medical and occupational health professionals we engage and from our insurance benefit administrators	To maintain employment records, to administer statutory sick pay entitlement, to follow our policies To comply with our legal obligations to you as your employer	To comply with our legal obligations To perform the employment contract including contractual sick pay Legitimate interests: to maintain employment records and to comply with legal, regulatory and	With your doctors, with medical and occupational health professionals we may engage



			corporate governance obligations and good employment practice, to ensure safe working practices To carry out and exercise obligations and rights in employment and social security law	
			To perform the employment contract including employment-related benefits To comply with our legal obligations	
Information in your sickness and absence records (including special category data regarding your physical and/or mental health)	From you, from your doctors, from medical and occupational health professionals we engage and from our insurance benefit administrators [insert name]	To facilitate payment of benefits under permanent health insurance (PHI) or early retirement schemes	Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	With your doctors, with medical and occupational health professionals we engage and with our insurance benefit administrators For further information, see * below
			To carry out and exercise obligations and rights in employment and social security law Explicit consent	
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you	To comply with our equal opportunities monitoring obligations and to follow our policies	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	For further information, see * below
Information relating to grievances raised by or involving you	From you, from other employees and from consultants we may	To follow our policies and to deal with grievance matters	To perform the employment contract	As appropriate, with the employee(s) involved in the



(depending on the nature of the grievance this may include special category data)	engage in relation to the grievance procedure	Where appropriate, to deal with any resulting conduct matters For staff administration To maintain records	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice To carry out and exercise obligations and rights in employment and social security law	grievance, to the extent necessary for them to know what case they have to answer With relevant managers, HR personnel and with consultants we may engage
Information on performance and conduct and/or other disciplinary issues involving you (depending on the nature of the issue this may include special category data)	From you, from other employees and from consultants we may engage in relation to the conduct procedure	To follow our policies and to deal with performance and disciplinary matters For staff administration and assessment To maintain records	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices To carry out and exercise obligations and rights in employment and social security law	As appropriate, with other employee(s) involved in the issue With relevant managers, HR personnel and with consultants we may engage
Details of your appraisals and performance reviews	From you, from other employees and from consultants we may engage in relation to the appraisal/performa nce review process	To follow our policies and to monitor staff performance and conduct For staff administration To maintain records	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance	With relevant managers, HR personnel and with consultants we may engage



Details of your performance management/impro vement plans (if any)	From you, from other employees and from consultants we may engage in relation to the performance review process	To follow our policies and to monitor staff performance and conduct For staff administration To maintain records	obligations and good employment practice, to ensure safe working practices To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	With relevant managers, HR personnel and with consultants we may engage
Details of your time and attendance records	From you and from systems used e.g. door entry systems, swipe card systems, , application logs	For payroll purposes For staff administration and assessment To follow our policies and to monitor staff performance and attendance	To perform the employment contract Legitimate interest: to monitor and manage staff access to our systems and facilities and to record staff absences	With relevant managers, HR personnel and with consultants we may engage
Information regarding your work output	From your manager Logged dials, telephone calls, instant messaging, emails Browsing activity Keystrokes and mouse movements, screen capture, application logs, webcams	For payroll purposes For staff administration and assessment To follow our policies and to monitor staff performance and attendance	To perform the employment contract Legitimate interests: to maintain employment records	With relevant managers, HR personnel and with consultants we may engage
Information in applications you make for other positions within our organisation	From you	To process the application	To enter into/perform the employment contract To comply with our legal obligations	With relevant managers, HR personnel and with consultants we may engage



			interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice Legitimate interests: to monitor and manage staff	
Information about your use of our IT, communication and other systems, and other monitoring information	Automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, remote access systems, email and instant messaging systems, intranet and Internet facilities, telephones, voicemail, mobile phone records, data loss prevention tools, next-generation firewalls, unified threat management systems, transport layer security, eDiscovery technology, mobile device management systems	To protect and carry out our legitimate interests (see adjacent column)	access to our systems and facilities to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage to ensure our business policies, such as those concerning security and internet use, are adhered to for operational reasons, such as maintaining employment records, recording transactions, training and quality control to ensure that commercially sensitive information is kept confidential to check that restrictions on your activities that apply after your	With relevant managers, HR personnel and with consultants we may engage For further information, see ** below



			employment has ended (post-termination restrictions or restrictive covenants) are being complied with for security vetting and investigating complaints and allegations of criminal offences for statistical analysis to prevent unauthorised access and modifications to our systems as part of investigations by regulatory bodies, or in connection with legal proceedings or requests Legitimate interests:	
Your image, in photographic and video form	From you	To protect and carry out our legitimate interests (see adjacent column)	to monitor and manage staff access to our premises, systems and facilities for marketing and business development purposes	With HR, IT and security personnel With marketing and business development personnel and with consultants we may engage
Details of your use of business-related social media, such as LinkedIn	From relevant websites and applications	To protect and carry out our legitimate interests (see adjacent column)	Legitimate interests: to monitor and manage staff access to our systems and facilities to protect our networks, and personal data of employees and	With relevant managers, HR personnel and with consultants we may engage For further information, see ** below



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	customers/clients, against unauthorised access or data leakage	
	to ensure our business policies, such as those concerning security and internet use, are adhered to	
	for operational reasons, such as maintaining employment records, recording transactions, training and quality control	
	to ensure that commercially sensitive information is kept confidential	
	to check that restrictions on your activities that apply after your employment has ended (post- termination restrictions or restrictive covenants) are being complied with	
	for security vetting and investigating complaints and allegations of criminal offences	
	as part of investigations by regulatory bodies, or in connection	
	with legal proceedings or requests	



for specific	From relevant websites and applications	To protect and carry out our legitimate interests (see adjacent column)	to monitor and manage staff access to our systems and facilities to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage to ensure our business policies, such as those concerning security and internet use, are adhered to for operational reasons, such as maintaining employment records, recording transactions, training and quality control to ensure that commercially sensitive information is kept confidential to check that restrictions on your activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with	With relevant managers, HR personnel and with consultants we may engage For further information, see ** below
			for security vetting and investigating complaints and	



			allegations of criminal offences as part of investigations by regulatory bodies, or in connection with legal proceedings or requests	
Details in references about you that we give to others	From your personnel records, your manager and other employees	To provide you or third parties with the relevant reference To comply with legal/regulatory obligations	To perform the employment contract To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	With relevant managers, HR personnel and the recipient(s) of the reference

We may also retain and use your personal data in relation to the legitimate interests we have and for the establishment, exercise or defence of legal claims, such as defending any legal claims that may be brought against us in connection with your employment, or in establishing, bringing or pursuing any claim against you, eg to enforce post-termination restrictions. This will typically involve passing data on to our legal advisers, who will be under strict professional and contractual duties of confidentiality.

You are required (by law or under the terms of your contract of employment, or in order to enter into your contract of employment) to provide some of the categories of data marked above to us to enable us to verify your right to work and suitability for the position, to pay you, to provide you with your contractual benefits, and to administer statutory payments such as statutory sick pay (SSP). If you do not provide this data, we may not be able to employ you (or continue to employ you), to make these payments or provide these benefits.

- * Further details on how we handle special category data are set out in our Data Protection Policy, which is available on the People Hub.
- ** Further information on the monitoring we undertake in the workplace and how we do this is available in our Data Protection Policy, which is available on the People Hub.