



## Broadbean Technology Limited

### Broadbean Application Privacy Policy

The Privacy of our users is important to Broadbean. The Privacy Policy below covers our purpose of processing personal information as well as how we collect, use, store, and disclose your information.

Collection and Use of Personal Information of Users of Broadbean applications

**Personal Information** means any information relating to an identified or identifiable person, in particular an identifier such as a name, an identification number or online identifier

Broadbean will collect and process personal information of users of the system in our role as Data Processors, providing services to and acting on behalf of Data Controllers (our customers) who have purchased Broadbean products. Our customers are typically Recruitment Agencies and Direct Employers, and the users of our applications, whose personal information we collect, are the employees of these businesses.

User Personal Information collected

The setting up of users is under the control of the client account admin user or is set up by Broadbean on client instruction when we first create your account.

For all users on our system we store the information below on our servers:

- ! Name & Surname
- ! Email Address
- ! Telephone
- ! Fax
- ! Username
- ! Single sign-on details to provide access to LinkedIn and similar networks when instructed to do so

The setting up of your account will also see us storing the login credentials of the various job boards and other channels you utilise through Broadbean. Where your job board login details use an individual's email address we will store that in our system.

Purpose of processing User Personal Information

This information is held solely for the purposes of users accessing and using the Broadbean services to which our customers have subscribed.

In providing the service, user personal information may be accessed and processed by Broadbean staff for the purposes of providing Account Management, Customer Support and troubleshooting technical issues. Broadbean have three regional offices from which we provide Client Service support and Technical Support: in London, England; California, USA; and Sydney, Australia. In most cases support will be provided in your local region but Broadbean provide follow-the-sun support service to allow us to support users outside of core business hours in any given region. Providing support out of normal office hours requires that personal information about client employees and client candidates can be processed across all



support regions. GDPR compliant model contract clauses exist between the offices in the supported regions.

#### Cookies & Similar Technology

Cookies are pieces of information that include a unique reference code that a website transfers to your device to store and sometimes track information about you.

Broadbean uses cookies to collect information about your use of the application and the services we provide and although they do identify a user's computer, they do not of themselves contain Personal Information.

A number of cookies we use will last only for the duration of your web session and expire when you close your browser. Other cookies are used to remember you when you return to the Site and last for longer.

We use cookies for the following reasons:

**Necessary Session Management :** Managing your login session so you can move easily from one page to another and access your authenticated services;

**Performance:** Collect statistical information about how you use the Site so that we can improve the application performance, functionality, and gather other usage information for account management purposes. This includes third party cookies such as Google Analytics and Intercom.io

#### Application Logging

When users access the application, we gather some information automatically and store it in log files, for the purpose of application use analytics, site security, detection of improper use, providing customer support and investigating unexpected system behaviour. This information includes IP addresses, the page being requested, the browser type and operating system, the referring URL, date and time.

#### User Personal Data sharing with third parties

We do not sell or otherwise disclose personal information about Users of the application, except as described here. We may share information provided by our visitors to [broadbean.com](http://broadbean.com) with service providers we have retained to perform services on our behalf. These service providers are contractually restricted from using or disclosing the information except as necessary to perform services on our behalf or to comply with legal requirements. In addition, we may disclose information about you (i) if we are required to do so by law or legal process, (ii) to law enforcement authorities or other government officials, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to direct the transferee to use personal information you have provided through this website in a manner that is consistent with this Privacy Statement.

A list of third party sub-processors used by Broadbean in the provision of our services is defined and maintained here:

<https://www.broadbean.com/media/14946/schedule-of-subcontractors.pdf>



#### Protection of Personal Information

We maintain administrative, technical and physical safeguards to protect against unauthorized disclosure, use, alteration or destruction of the Personal Information stored within our system. An overview of the technical measures in place can be found here:

<https://www.broadbean.com/media/14947/schedule-of-data-protection-measures.pdf>

#### Retention of Personal Information

User personal information is held on our services for the entire duration over which you are a customer of Broadbean.

#### How to Contact Us

If you have any questions or comments about this Privacy Statement, please contact us using details found on our [Contact Page](#)