

Privacy Policy

Type of website: HR Consultancy

Effective date: *30th April 2026, Version: 3*

www.flexibleHRsolutions.co.uk (the "Site") is owned and operated by Teodora Geleva. Teodora Geleva is the data controller and can be contacted at:

info@flexibleHRsolutions.co.uk

PA 103, Technology Centre, Science Park, Glaisher Drive, Wolverhampton, England, WV10 9RU

Purpose

The purpose of this privacy policy (this "Privacy Policy") is to inform users of our Site of the following:

1. The personal data we will collect;
2. Use of collected data;
3. Who has access to the data collected;
4. The rights of Site users; and
5. The Site's cookie policy.

This Privacy Policy applies in addition to the terms and conditions of our Site.

GDPR

For users in the European Union, we adhere to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, known as the General Data Protection Regulation (the "GDPR"). For users in the United Kingdom, we adhere to the GDPR as enshrined in the Data Protection Act 2018.

We have not appointed a Data Protection Officer as we do not fall within the categories of controllers and processors required to appoint a Data Protection Officer under Article 37 of the GDPR.

Consent

By using our Site users agree that they consent to:

1. The conditions set out in this Privacy Policy.

When the legal basis for us processing your personal data is that you have provided your consent to that processing, you may withdraw your consent at any time. If you withdraw

your consent, it will not make processing which we completed before you withdrew your consent unlawful.

You can withdraw your consent by: Users can withdraw consent at any time by:
Contacting your Data Protection Officer (DPO) at info@flexibleHrsolutions.co.uk.
Using any “unsubscribe” links provided in communications (e.g., marketing emails).
Withdrawal of consent does not affect processing done prior to withdrawal.

Legal Basis for Processing

We collect and process personal data about users in the EU only when we have a legal basis for doing so under Article 6 of the GDPR.

We rely on the following legal bases to collect and process the personal data of users in the EU:

1. Users have provided their consent to the processing of their data for one or more specific purposes;
2. Processing of user personal data is necessary for us or a third party to pursue a legitimate interest. Our legitimate interest is not overridden by the interests or fundamental rights and freedoms of users. Our legitimate interest(s) are: Improving and maintaining the website and services.
Preventing fraud and ensuring security.
Communicating updates, service changes, or information relevant to users.
Analysing website usage for service optimisation.

Note: We ensure these interests do not override the user’s rights under UK GDPR.;

3. Processing of user personal data is necessary for us to take, at the request of a user, steps before entering a contract or for the performance of a contract to which a user is a party. If a user does not provide the the personal data necessary to perform a contract the consequences are as follows: If required personal data (e.g., billing or delivery information) is not provided:
We may not be able to provide the service.
Certain features or transactions may be restricted or unavailable.;
4. Processing of user personal data is necessary for us to comply with a legal obligation. If a user does not provide the the personal data necessary for us to perform a legal obligation the consequences are as follows: If personal data is required to comply with a legal obligation (e.g., tax or employment law):
We cannot waive the obligation.

The user may be unable to complete the service or transaction without providing the required data.;

5. Processing of user personal data is necessary to protect the life of the user or another natural person; and
6. Processing of user personal data is necessary to a task carried out in the public interest or in the exercise of our official authority.

Personal Data We Collect

We only collect data that helps us achieve the purpose set out in this Privacy Policy. We will not collect any additional data beyond the data listed below without notifying you first.

Data Collected Automatically

When you visit and use our Site, we may automatically collect and store the following information:

1. IP address;
2. Location;
3. Hardware and software details;
4. Clicked links;
5. Content viewed; and
6. Referring website, time on page.

Data Collected in a Non-Automatic Way

We may also collect the following data when you perform certain functions on our Site:

1. First and last name;
2. Age;
3. Date of birth;
4. Sex;
5. Email address;
6. Phone number;
7. Address;
8. Payment information;

9. Auto fill data; and
10. Profile details, preferences.

This data may be collected using the following methods:

1. Creating an account or user profile;
2. Completing forms (e.g., contact, subscription, payment);
3. Communicating with us (email, chat, support requests); and
4. Making purchases or using paid services.

How We Use Personal Data

Data collected on our Site will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our Site. We will not use your data beyond what we disclose in this Privacy Policy.

The data we collect automatically is used for the following purposes:

1. To generate statistics and analytics to improve the website and services;
2. To monitor and enhance website performance;
3. To ensure security and prevent fraudulent activity; and
4. To understand user behavior for optimising content and navigation.

The data we collect when the user performs certain functions may be used for the following purposes:

1. Communication with users (notifications, support, updates);
2. Processing payments and delivering services;
3. Personalising content, services, and user experience;
4. Legal compliance (tax, accounting, or regulatory purposes); and
5. Marketing and promotional purposes (with consent).

Who We Share Personal Data With

Employees

We may disclose user data to any member of our organisation who reasonably needs access to user data to achieve the purposes set out in this Privacy Policy.

Third Parties

We may share user data with the following third parties:

1. Marketing agencies;
2. Payment processors (e.g., Stripe, PayPal);
3. Analytics providers (e.g., Google Analytics); and
4. Hosting and IT service providers.

We may share the following user data with third parties:

1. Links clicked while using the site;
2. Pages and content viewed;
3. Email addresses and contact information (for marketing or support); and
4. Payment and billing information (for transactions).

We may share user data with third parties for the following purposes:

1. Targeted advertising and marketing campaigns;
2. Processing payments and completing transactions;
3. Analysing website performance and user behaviour; and
4. Hosting, IT support, and website maintenance.

Third parties will not be able to access user data beyond what is reasonably necessary to achieve the given purpose.

Other Disclosures

We will not sell or share your data with other third parties, except in the following cases:

1. If the law requires it;
2. If it is required for any legal proceeding;
3. To prove or protect our legal rights; and
4. To buyers or potential buyers of this company in the event that we seek to sell the company.

If you follow hyperlinks from our Site to another Site, please note that we are not responsible for and have no control over their privacy policies and practices.

How Long We Store Personal Data

User data will be stored until the purpose the data was collected for has been achieved.

You will be notified if your data is kept for longer than this period.

How We Protect Your Personal Data

We take the security of your personal data seriously and implement appropriate measures to protect it from unauthorised access, loss, misuse, or disclosure, including:

Encryption: Sensitive data, such as payment details, is encrypted during transmission and storage.

Access Controls: Only authorised personnel can access personal data, and access is restricted based on role.

Secure Servers: Data is stored on secure servers with firewalls and regular security updates.

Regular Monitoring: Systems are monitored for suspicious activity, vulnerabilities, and breaches.

Data Minimisation: We only collect and store data necessary for our purposes, reducing exposure.

Employee Training: Staff are trained on data protection and security best practices.

We review and update our security measures regularly to ensure ongoing protection of your personal data.

While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The Internet as a whole can be insecure at times and therefore we are unable to guarantee the security of user data beyond what is reasonably practical.

Your Rights as a User

Under the GDPR, you have the following rights:

1. Right to be informed;
2. Right of access;
3. Right to rectification;
4. Right to erasure;
5. Right to restrict processing;

6. Right to data portability; and
7. Right to object.

Children

We do not knowingly collect or use personal data from children under 16 years of age. If we learn that we have collected personal data from a child under 16 years of age, the personal data will be deleted as soon as possible. If a child under 16 years of age has provided us with personal data their parent or guardian may contact our privacy officer.

How to Access, Modify, Delete, or Challenge the Data Collected

If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to who we disclosed your personal data, if you would like your data to be deleted or modified in any way, or if you would like to exercise any of your other rights under the GDPR, please contact our privacy officer here:

Teodora Geleva

info@flexiblehrsolutions.co.uk

RA105 Technology Centre, Science Park, Glaisher Drive

How to Opt-Out of Data Collection, Use or Disclosure

In addition to the method(s) described in the *How to Access, Modify, Delete, or Challenge the Data Collected* section, we provide the following specific opt-out methods for the forms of collection, use, or disclosure of your personal data specified below:

1. Use of their personal data for marketing emails and promotional communications.
 - Sharing of personal data with third-party marketing partners. You can opt-out by click the “unsubscribe” link at the bottom of any marketing email.
 - Update email or communication preferences under “Your Account”.
 - Contact us directly at *info@flexibleHRsolutions.co.uk* to opt out of third-party sharing.

Cookie Policy

A cookie is a small file, stored on a user's hard drive by a website. Its purpose is to collect data relating to the user's browsing habits. You can choose to be notified each time a cookie is transmitted. You can also choose to disable cookies entirely in your internet browser, but this may decrease the quality of your user experience.

We use the following types of cookies on our Site:

1. Functional cookies

Functional cookies are used to remember the selections you make on our Site so that your selections are saved for your next visits;

2. Analytical cookies

Analytical cookies allow us to improve the design and functionality of our Site by collecting data on how you access our Site, for example data on the content you access, how long you stay on our Site, etc;

3. Payment session cookies (for Stripe-hosted checkout pages)

These cookies are used to securely manage your payment session, prevent fraud, and ensure the payment process functions correctly while you complete your purchase.; and

4. Third-Party Cookies

Third-party cookies are created by a website other than ours. We may use third-party cookies to achieve the following purposes:

- a. Payment security and fraud prevention (Stripe-hosted checkout pages);
- b. Website analytics and performance tracking (e.g., Google Analytics, if used); and
- c. Optional future use: Monitor user preferences to tailor advertisements.

Modifications

This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy we will update the "Effective Date" at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this Privacy Policy.

Complaints

If you have any complaints about how we process your personal data, please contact us through the contact methods listed in the *Contact Information* section so that we can, where possible, resolve the issue. If you feel we have not addressed your concern in a satisfactory manner you may contact a supervisory authority. You also have the right to directly make a complaint to a supervisory authority. You can lodge a complaint with a supervisory authority by contacting the Information Commissioner's Office (ICO).

Contact Information

If you have any questions, concerns or complaints, you can contact our privacy officer, Teodora Geleva, at:

info@flexiblehrsolutions.co.uk

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