

Privacy Notice

Last Updated: [26.11.2025]



Introduction

HR Pillar Ltd ("we," "us," or "our") is committed to protecting your privacy. This Privacy Notice explains how we collect, use, disclose, and safeguard your personal information when you visit our website or use our HR consulting services.

We are the data controller for the purposes of UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information We Collect

Information You Provide to Us

We collect information that you voluntarily provide when you:

- Request a consultation or quote
- Subscribe to our newsletter or updates
- Fill out contact forms
- Create an account on our website
- Engage our services

This may include:

- Name and contact details (email, phone number, address)
- Company name and position
- HR-related inquiries and requirements
- Billing information

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address and browser type
- Device information
- Pages viewed and time spent on our site
- Referring website addresses
- Cookies and similar tracking technologies

Information from Third Parties

We may receive information about you from:

- Business partners and referral sources
- Public databases and social media platforms
- Credit reference agencies

How We Use Your Information

We use your personal information to:

- Provide HR consulting services and respond to inquiries
- Process transactions and manage client relationships
- Send service updates, newsletters, and marketing communications (with your consent where required)
- Improve our website and services
- Comply with legal and regulatory obligations
- Protect against fraud and maintain security
- Conduct business analytics and research

Legal Basis for Processing (UK GDPR)

We process your personal data based on the following lawful grounds:

- **Contract performance** (Article 6(1)(b)): To deliver services you've requested or to take steps before entering into a contract
- **Legitimate interests** (Article 6(1)(f)): To operate our business, improve services, prevent fraud, and communicate with prospective clients. We have assessed that these interests do not override your rights and freedoms
- **Legal obligation** (Article 6(1)(c)): To comply with applicable UK laws and regulations, including employment law, tax obligations, and health and safety requirements
- **Consent** (Article 6(1)(a)): Where you've given explicit permission for specific processing activities, such as marketing communications

You have the right to object to processing based on legitimate interests and to withdraw consent at any time.

How We Share Your Information

We may share your information with:

- **Service providers:** Third-party vendors who assist with website hosting, payment processing, email services, cloud storage, and other business operations
- **Professional advisors:** Solicitors, accountants, auditors, and consultants
- **Regulatory and law enforcement authorities:** HM Revenue & Customs, the Information Commissioner's Office (ICO), and other bodies when required by law
- **Business transfers:** In connection with mergers, acquisitions, or sale of assets

We do not sell your personal information to third parties.

All third-party service providers are required to maintain appropriate security measures and process your data only in accordance with our instructions and UK data protection law.

International Data Transfers

Where we transfer your personal data outside the United Kingdom, we ensure appropriate safeguards are in place, including:

- Adequacy regulations under UK GDPR (recognizing countries with adequate protection)
- Standard contractual clauses approved by the UK authorities
- Binding corporate rules or other approved transfer mechanisms

You can request further information about the safeguards we use by contacting us.

Data Retention

We retain your personal information only as long as necessary to:

- Fulfil the purposes outlined in this Privacy Notice
- Comply with legal, accounting, or reporting requirements (up to 6 years for business records under UK law)
- Resolve disputes and enforce our agreements

Specific retention periods include:

- Client records: 6 years after the end of the client relationship
- Marketing consents: Until withdrawn or 3 years of inactivity
- Website analytics: Up to 26 months

Your Rights Under UK GDPR

You have the following rights regarding your personal data:

- **Right of access:** Request a copy of your personal information
- **Right to rectification:** Request correction of inaccurate or incomplete data
- **Right to erasure:** Request deletion of your information in certain circumstances
- **Right to restriction:** Request limitation of processing in certain situations
- **Right to data portability:** Receive your data in a structured, commonly used format
- **Right to object:** Object to processing based on legitimate interests or for direct marketing
- **Right to withdraw consent:** Revoke previously given consent at any time
- **Rights related to automated decision-making:** Not to be subject to decisions based solely on automated processing (where applicable)

To exercise these rights, contact us at hrsupport@hrpillar.co.uk titling “privacy” and we will respond within one month of receiving your request.

Cookies and Tracking Technologies

Our website uses cookies and similar technologies. In accordance with the Privacy and Electronic Communications Regulations (PECR), we obtain your consent before placing non-essential cookies on your device.

Cookies we use include:

- **Strictly necessary cookies:** Enable essential website functionality (no consent required)
- **Performance cookies:** Analyse website traffic and usage (consent required)
- **Functional cookies:** Remember your preferences (consent required)

You can control cookies through your browser settings or our cookie preference centre. Note that disabling cookies may affect website functionality.

Changes to This Privacy Notice

We may update this Privacy Notice periodically to reflect changes in our practices or legal requirements. We will notify you of material changes by:

- Posting the updated notice on our website with a new "Last Updated" date
- Sending an email notification to registered users
- Displaying a prominent notice on our website

We encourage you to review this Privacy Notice regularly.

Contact Us

If you have questions or concerns about this Privacy Notice or our privacy practices, or wish to exercise your rights, please contact us:

HR Pillar Ltd

221 London Road, Epsom Surrey KT17 2BU

Email: hrrsupport@hrpillar.co.uk

Information Commissioner's Office (ICO)

You have the right to lodge a complaint with the UK's supervisory authority:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Website: www.ico.org.uk

We would appreciate the opportunity to address your concerns before you contact the ICO, so please contact us first if possible.