

# Candidate Privacy Notice

Effective from Aug 2021 | Version 08.21

This privacy notice tells you how we look after your personal data when you apply for a job with us.

This privacy notice tells you what personal data Immersive Labs collects about you, what we use it for and who we share it with. It also explains your rights and what to do if you have any concerns.

This privacy notice will supplement any other notices you receive from us and they should be read together. We may need to make changes to this notice occasionally, to reflect any changes to our services or legal requirements. We will notify you of any important changes before they take effect.

## 1. WHO WE ARE AND OTHER IMPORTANT INFORMATION

We are Immersive Labs Group (**Immersive Labs, we, us or our**) which is formed of the following companies:



Immersive Labs Holdings Limited (registered in England and Wales under company number 11439032 with its registered office at Runway East, 1 Victoria Street, Bristol, BS1 6AA, England)



Immersive Labs Limited (registered in England and Wales under company number 10553244 with its registered office at Runway East, 1 Victoria Street, Bristol, BS1 6AA, England)



Immersive Labs Corporation (registered in Delaware, USA with its office at WeWork, 200 Berkeley St, Boston, 02116 MA, USA)



Immersive Labs GmbH (registered in Düsseldorf, Germany with its office at c/o RSM GmbH, Georg-Glock-Straße 4, 40474 Düsseldorf)

As an employer, Immersive Labs will be 'controller' of your information, which means that it decides what personal data we collect from you and how it is used. Immersive Labs Ltd is registered with the Information Commissioner's Office, the UK regulator for data protection matters under number ZA281110.

### CONTACT DETAILS

Email address: [legal@immersivelabs.com](mailto:legal@immersivelabs.com)

Postal address: Runway East, 1 Victoria Street, BS1 6AA

### KEEPING US UPDATED

We want to make sure that your personal data is accurate and up to date. Please let us know about any changes so that we can update our systems for you.

### THIRD-PARTY LINKS

Our website includes links to external websites, plug-ins and applications provided by other organisations. By clicking on those links or enabling connections you may allow those organisations to collect or share personal data about you. We do not control how these organisations use your personal data, so we encourage you to read their privacy notices.

## 2. THE PERSONAL DATA WE COLLECT ABOUT YOU

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**Personal data** means any information which does or could be used to identify a living person. We collect the following types of personal data:

- Your name, address, and contact details, including email address and telephone number, date of birth and gender, Social Security Number.
- Completed online application forms or CVs, notes from interviews and short-listing exercises.
- Details of your qualifications, skills, experience and employment history, including start and end dates with previous employers and references.
- Information about your nationality and entitlement to work in the country you are located.
- Information about your health, including any medical condition for which we need to make reasonable adjustments.
- Criminal conviction history data, motor vehicle records and credit history.
- Results of HMRC employment status check, details of your interest in and connection with the intermediary through which your services are supplied.
- Your preferences in receiving marketing from us and our third parties and your communication preferences
- Data collected through equal opportunities monitoring forms

When we collect personal data, we sometimes **anonymise** it (so it can no longer identify you as an individual) and then combine it with other anonymous information to form **Aggregated Data**. This helps us identify trends. Data protection law does not restrict us when it comes to how we use Aggregated Data and the various rights described below do not apply to Aggregated Data.

### **Special category personal data**

Some of the personal data we collect is referred to as “**Special Category Personal Data**” because it is particularly sensitive and requires additional protections. We collect the following types of Special Category Personal Data:

- Information about your health, including any medical condition, if you choose to provide it, so that we can make any necessary reasonable adjustments as required by law.
- Equal opportunities monitoring information, including information about your gender, sexual orientation, ethnic origin, family status and health. We collect this personal data for the purposes set out below.

### ***Equal opportunities monitoring***

Where Immersive Labs processes personal data for the purposes of equal opportunities monitoring, such as information about your gender, ethnic origin, sexual orientation, health, and family status, it is considered Special Category Personal Data which means we need to apply additional protections to it. We collect this type of information to help us eliminate inequality in hiring based on potential bias. We only collect this information where we have your consent and there will be no consequences (either positive or negative) of choosing to provide that consent or not. If you do give your consent, you can withdraw it at any time.

We will use the data we collect for internal equal opportunities monitoring to help us ensure we're attracting and retaining a diverse workforce, identify and eliminate any bias in our recruitment processes and identify barriers to workforce equity and diversity.

We will share the data we collect with third parties as strictly necessary to achieve our purpose and to comply with any external reporting obligations we have. Where we can reasonably provide the data to these third parties in anonymized and / or aggregated format, we will do so. Such third parties include:

- Our technical service providers such as our applicant tracking system, Greenhouse ATS, which enables us to store and manage the data so that we can perform analysis and statistical reporting on it. If you are not engaged by Immersive Labs in an employment context following your application process (either by way of employment or worker status), we will aggregate and anonymize the data so that it becomes Aggregated Data (and therefore does not identify you or constitute personal data). If you are engaged by Immersive Labs, we will transfer the data to our Human Resources management system, HiBob, which enables us to store and manage the data as well to keep the data accurate and up to date. These organizations only have access to information they need to provide their services to us and are bound by contracts containing strict confidentiality and data protection obligations.
- Our professional advisers such as the legal advisers we sometimes use to help us conduct our business
- Regulatory authorities
- Investors

### ***Criminal record data***

We process personal data relating to criminal offences, which is also considered sensitive data under the data protection legislation.

We always collect criminal offence data relating to all employees, workers and contractors in the US and Canada as part of the pre-employment process.

We collect criminal offence data relating to employees in the UK and the rest of Europe as appropriate given the nature of the role and where we are legally able to do so.

We only carry out criminal record checks upon a conditional offer of employment and if we have consent and we always ensure that we follow any applicable local legislation. We have in place an appropriate policy and safeguards which we may be required by law to maintain when processing such data.

### 3. HOW YOUR PERSONAL DATA IS COLLECTED

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- **Direct interactions:** You provide your personal data to us by filling in forms or by corresponding with us by post, phone or email when you:
  - submit an application form or send us your cv
  - send us your passport or other identity documents such as your driving license
  - complete forms during the pre-employment process (such as equal opportunities monitoring questionnaires)
  - attend interviews or complete an assessment
- **Automated technologies or interactions:** As you interact with our website, we automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Some cookies are strictly necessary for us to provide our website therefore if you disable them, our website may not work as it should
- **Information provided by others.** We may receive personal data about you from:
  - recruitment agencies that may help us to identify potential candidates
  - professional networking service providers, such as LinkedIn and Github
  - former employers for the purposes of verifying your employment history
  - third party background check providers, credit reference agencies and consumer reporting agencies, acting as our processors (which means they can only use your personal data in line with our instructions).

### 4. HOW WE USE YOUR PERSONAL DATA

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We are required to identify a legal basis for collecting and using your personal data. There are six legal grounds which organisations can rely on. The most relevant of these to us are where we use your personal data:

- to comply with a **legal obligation** that we have
- to pursue our **legitimate interests** (our justifiable business aims) but only if those interests are not outweighed by your other rights and freedoms (for example, your right to privacy)
- to do something that you have given your **consent** for

We have set out the legal ground that we rely on when we use your personal data for different purposes as follows:

- To pursue our legitimate interests (of hiring wonderful people to work with us) – we need all of the data listed above to help us pursue our legitimate interests, *except* special category and criminal offence data.
- To comply with a legal obligation – we need your name and contact information, information about your nationality and right to work and sometimes health data.

- With your consent – we obtain your consent before we collect criminal conviction data and data for equal opportunities monitoring.

If we plan to use personal data for a new purpose not in the table above, we will let you know beforehand and explain what legal ground we intend to rely on.

## 5. WHO WE SHARE YOUR PERSONAL DATA WITH

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- **Our staff** (our employees or other workers bound by contracts containing strict confidentiality and data protection obligations) – some of our staff may work for one of our group companies
- **Our technical service providers** including hosting, customer support, marketing and customer relationship, software monitoring, project management and customer insight providers (these organisations only have access to information they need to provide their services to us and are bound by contracts containing strict confidentiality and data protection obligations)
- **Regulatory authorities** such as HM Revenue & Customs, the UK tax authority
- **Our professional advisers** such as the accountants or legal advisors we sometimes use to help us conduct our business
- **Any actual or potential buyer of our business**

If Immersive Labs are asked to provide personal data in response to a court order or legal request (e.g. from the police), we would seek legal advice before disclosing any information and carefully consider the impact on your rights when providing a response.

## 6. WHERE YOUR PERSONAL DATA IS STORED

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Where we instruct organisations to process personal data on our behalf (our **Processors**) and that results in your information being sent outside of the UK or European Economic Area (EEA), we make sure that your information receives a similar level of protection by:

- only sending information to [countries that have been formally recognised by the European Commission as having an adequate level of protection](#) for personal data
- or
- using [contracts approved by the European Commission](#) to ensure appropriate safeguards are in place

You can ask us for more information if you have a question about information sent outside the UK or EEA.

## 7. THIRD-PARTY MARKETING

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We will get your consent before we share your personal data with any person outside Immersive Labs for marketing purposes.

## 8. COOKIES

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You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

For more information about the cookies we use, please see our [Cookie Policy](#).

## 9. HOW WE KEEP YOUR PERSONAL DATA SECURE

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We have implemented security measures to prevent your personal data from being accidentally or illegally lost, used or accessed by those who do not have permission. These measures include:

- access controls and user authentication
- internal IT and network security
- regular testing and review of our security measures
- staff policies and training
- incident and breach reporting processes
- business continuity and disaster recovery processes

For further information about our security measures, please see the section titled “Security Measures” in the legal section of our Website.

If there is a breach of security which has affected your personal data and we are the controller, we will notify the regulator and keep you informed (where required under data protection law).

## 10. HOW LONG WE WILL KEEP YOUR PERSONAL DATA FOR

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We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the volume, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we use your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

For a list of all retention periods please email [legal@immersivelabs.com](mailto:legal@immersivelabs.com).

## 11. YOUR RIGHTS

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You have specific rights when it comes to your personal data:



**Access:** You must be [told if your personal data is being used](#) and you can [ask for a copy of your personal data](#) as well as information about how we are using it to make sure we are abiding by the law



**Correction:** You can [ask us to correct your personal data](#) if it is inaccurate or incomplete. We might need to verify the new information before we make any changes.



**Deletion:** You can [ask us to delete or remove your personal data](#) if there is no good reason for us to continuing holding it or if you have asked us to stop using it (see below). If we think there is a good reason to keep the information you have asked us to delete (e.g. to comply with regulatory requirements), we will let you know and explain our decision.



**Restriction:** You can [ask us to restrict how we use your personal data](#) and temporarily limit the way we use it (e.g. whilst you check that the personal data we hold for you is correct)



**Objection:** You can [object to us using your personal data](#) if you want us to stop using it. We always comply with your request if you ask us to stop sending you marketing communications but in other cases, we decide whether we will continue. If we think there is a good reason for us to keep using the information, we will let you know and explain our decision.



**Portability:** You can [ask us to send you or another organisation an electronic copy of your personal data](#)



**Complaints:** If you are unhappy with the way we collect and use your personal data, you can complain to the [UK Information Commissioner's Office](#) but we hope we can help in the first instance. If you have any concerns you can email us at [support@immersivelabs.co.uk](mailto:support@immersivelabs.co.uk).

It is usually free for you to exercise your rights and we aim to respond within one month. We might ask you to verify your identity before we begin working on your request as part of our security measures (to keep personal data safe).

It might take us longer to deal with more complicated requests or where multiple requests are made at the same time, but we will always let you know first and will only ever extend the deadline by a maximum of two months.

The only time we charge a fee or refuse to respond is if we feel the request is unfounded or excessive, but we will always let you know and explain our decision.

If you want to make any of the right requests above, you can reach us at [support@immersivelabs.co.uk](mailto:support@immersivelabs.co.uk).

## 12. MARKETING

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Our direct marketing communications will always include a link so you can unsubscribe at any time.

We sometimes use your information to form a view on what products, services or offers we think you might be interested in.

We may contact you if your recent activity suggests you might want to hear from us (for example, you entered one of our competitions), unless you have already let us know you do not wish to receive marketing communications.

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*This privacy notice was updated in August 2021. For previous versions, please email [legal@immersivelabs.com](mailto:legal@immersivelabs.com).*