Privacy Policy

Last updated: August 2026

Regent FM Limited is committed to protecting the privacy and personal information of our employees, workers, job applicants, clients, suppliers and other individuals whose information we process.

We recognise that the protection of personal data is an important responsibility and take appropriate steps to ensure that information is collected, used, stored and shared securely and in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who We Are

Regent FM Limited
Company Number: 11072488
Fiscal House
76 Station Way
Buckhurst Hill
IG9 6LL
United Kingdom

Regent FM Limited is registered with the Information Commissioner's Office (ICO).

For the purposes of applicable data protection legislation, Regent FM Limited may act as a Data Controller or Data Processor depending on the circumstances in which personal information is being processed.

Information We May Collect

Depending on your relationship with Regent FM, we may collect and process information including:

- Your name, address and contact details
- Date of birth
- Employment history and experience
- Qualifications and training records
- CV and recruitment information
- References
- Right to work information
- Passport, identification and other government-issued documentation
- SIA licence or other professional licence information where applicable
- DBS information where required for a particular role
- Payroll, pay and pension information
- National Insurance and tax information
- Bank details where required for payroll or payments

- Working hours, attendance and timesheet information
- Health or fitness-for-work information where necessary
- Emergency contact and dependant information
- Information relating to equality, diversity or employment legislation where appropriate
- Information relating to workplace incidents, investigations or performance where applicable
- Any other information you provide to us which is reasonably required for our employment, recruitment, contractual or legal responsibilities

Some of this information may constitute special category personal data or criminal offence data. Where we process this type of information, we will only do so where there is an appropriate legal basis and where suitable safeguards are in place.

How We Use Personal Information

We may use personal information for purposes including:

- Recruiting and assessing candidates
- Confirming identity and right to work
- Vetting, screening and referencing workers
- Managing employment and worker relationships
- Allocating employees or workers to client sites and assignments
- Managing rotas, attendance and timesheets
- Processing payroll, pension and statutory payments
- Meeting health and safety requirements
- Managing training, qualifications and licences
- Responding to client requirements
- Managing workplace performance, incidents or complaints
- Protecting our employees, clients, property and systems
- Meeting contractual obligations
- Complying with employment, tax, regulatory and other legal obligations
- Supporting audits and compliance checks
- Establishing, exercising or defending legal claims

We will only use personal information for legitimate and appropriate purposes and will not collect more information than is reasonably necessary.

Lawful Basis for Processing

Depending on the circumstances, Regent FM may process personal information because:

- It is necessary to perform a contract or take steps before entering into a contract
- We are required to comply with a legal obligation
- It is necessary for our legitimate business interests, provided those interests do not override an individual's rights

- It is necessary in connection with employment, social security or social protection obligations
- It is necessary for the establishment, exercise or defence of legal claims
- Consent has been provided where consent is the appropriate lawful basis

Where consent is relied upon, it may be withdrawn at any time.

Sharing Personal Information

Where necessary, personal information may be shared with organisations including:

- Our clients and prospective clients
- Organisations managing client supplier arrangements
- Recruitment and workforce management providers
- Payroll and pension providers
- Training and screening providers
- Professional advisers
- Insurance providers
- IT and software service providers
- Government departments and regulatory authorities
- HM Revenue & Customs
- The Information Commissioner's Office
- Law enforcement or other authorities where legally required

Where Regent FM supplies workers through a managed supplier, recruitment or vendor management arrangement, relevant worker information may be shared with that organisation and the end client for purposes including recruitment, vetting, workforce management, timesheets, compliance and payment.

We will only share information that is reasonably necessary for the relevant purpose and expect organisations processing information on our behalf to protect it appropriately.

International Transfers

Regent FM will not transfer personal information outside the United Kingdom or European Economic Area without ensuring that an appropriate legal basis and suitable safeguards are in place.

Where a client, supplier or technology provider processes information internationally, we will take reasonable steps to ensure that the transfer complies with applicable data protection legislation.

How We Protect Personal Information

Regent FM takes appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Unlawful processing
- Accidental loss
- Destruction
- Damage
- Alteration or disclosure

Access to personal information is restricted to individuals who reasonably require it for their role.

We regularly review our data protection and information security arrangements to ensure information continues to be handled appropriately.

How Long We Keep Personal Information

We will not retain personal information for longer than is reasonably necessary.

Retention periods will depend upon the type of information, the reason it was collected, contractual requirements and any applicable legal or regulatory obligations.

Where information is no longer required, it will be securely deleted, destroyed or anonymised where appropriate.

Your Rights

Depending on the circumstances, data protection legislation may give you the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your information in certain circumstances
- Request restriction of processing
- Object to certain types of processing
- Request transfer of your information where applicable
- Withdraw consent where processing is based on consent
- Raise a concern about how your personal information has been handled

Requests will be dealt with in accordance with applicable data protection legislation and, where applicable, normally within one month.

We may need to verify your identity before responding to a request.

Data Breaches

Regent FM maintains procedures for identifying and managing personal data breaches.

Where a breach occurs, we will investigate the circumstances, take appropriate steps to reduce any risk and notify the Information Commissioner's Office and affected individuals where required by law.

Complaints and Concerns

If you have a question or concern regarding how Regent FM processes your personal information, please contact us at:

Regent FM Limited
Fiscal House
76 Station Way
Buckhurst Hill
IG9 6LL
United Kingdom

Please mark correspondence for the attention of the Managing Director.

You also have the right to raise a complaint with the Information Commissioner's Office if you are dissatisfied with the way your personal information has been handled.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our operations, legal obligations or the way we process personal information.

The latest version will be published on our website and the date at the top of this page will be updated accordingly.