



ABZN Consultancy Privacy Notice

Updated: September 2026

About Us

At ABZN Consultancy Limited, we are committed to protecting your privacy and handling your personal information responsibly, securely and transparently.

ABZN Consultancy Limited provides HR and management consultancy services to businesses and organisations. Our services include HR compliance, employee relations support, recruitment, organisational development, people management support, HR software support and related business advisory services.

ABZN Consultancy Limited is registered with the Information Commissioner's Office (ICO) under registration number ZC229750.

ABZN Consultancy Limited has not appointed a Data Protection Officer as it is not required to do so under applicable legislation. Any privacy-related enquiries should be directed to info@abznconsultancy.co.uk.

This Privacy Notice explains how we collect, use, store and protect personal information in connection with the services we provide.

- What personal information we collect
- How we use your personal information
- The lawful basis for processing your information
- Who we share information with
- How long we keep your information
- Your rights under UK data protection law
- How to contact us or make a complaint

Contact Details

ABZN Consultancy Limited

Registered in Scotland

Company Number: SC 900096

Registered Office: 211 Rosemount Place, Aberdeen AB25 2XS

Website: www.abznconsultancy.co.uk

Email: info@abznconsultancy.co.uk



ABZN Consultancy Limited provides HR and management consultancy services to businesses and organisations.

ABZN Consultancy Limited acts as a **Data Controller** for personal information collected and processed for our own business purposes.

Where we provide services on behalf of a client organisation, we may act as a **Data Processor** and process personal information in accordance with the client's instructions and applicable data protection legislation. Individuals whose personal information we process on behalf of a client organisation should normally direct privacy rights requests to the relevant client organisation in the first instance.

What information we collect, use and why

To provide and improve our products and services for clients

We collect or use the following information to deliver HR and management consultancy services, provide advice and support, manage people-related matters and improve our services:

- Names and contact details
- Addresses
- Gender
- Occupation
- Date of birth
- Third party information (such as family members or other relevant parties)
- Usage data (including information about how you interact with and use our website, products and services)
- Employment details (including salary, sick pay and length of service)
- Health information (such as medical records or health conditions)
- Information relating to compliments or complaints
- Audio recordings (calls)
- Records of meetings and decisions
- Website user information
- Additional HR information

We also collect or use the following special category information to provide and improve products and services for clients. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information
- Sexual orientation information



For the operation of client or customer accounts

We collect or use the following personal information to establish, maintain and administer client accounts and business relationships:

- Names and contact details
- Addresses
- Purchase or Service history
- Account information including registration details
- Marketing preferences

For booking consultations and appointments

We collect your name, email address, phone number, company name, preferred appointment time and any information you choose to include in the booking form. We use this to arrange, confirm, remind you about and manage consultations. Bookings are managed through Microsoft Bookings (part of Microsoft 365), which processes this information on our behalf. Our lawful bases are legitimate interests (responding to enquiries and arranging meetings) and taking steps at your request before entering a contract. We keep booking records in line with our website enquiry retention period above.

For information updates or marketing purposes

We collect or use the following personal information to provide business updates, news, service information and marketing communications where permitted:

- Names and contact details
- Addresses
- Profile information
- Marketing preferences
- Website and app user journey information
- IP addresses
- Cookies, analytics data and website interaction information.

Our lawful bases may include:

- Consent
- Legitimate Interests

Where required by law, we will obtain your consent before sending electronic marketing communications. You may withdraw consent or unsubscribe at any time.

To Comply with legal requirements

We collect or use the following information to meet legal requirements:

- Website and app user journey information
- IP addresses
- Name
- Contact information
- Identification documents
- Client account information
- Health and safety information
- Any other personal information required to comply with legal obligations
- Criminal offence data - where criminal offence information is processed, we do so only where permitted by law and where appropriate safeguards are in place

We also collect or use the following special category information to comply with legal requirements. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information
- Sexual orientation information

For Recruitment Purposes

We collect or use the following personal information for recruitment purposes:

- Contact details (name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (job application, employment references or secondary employment)
- Education history (qualifications)
- Right to work information
- Criminal offence data - where criminal offence information is processed, we do so only where permitted by law and where appropriate safeguards are in place

We also collect or use the following special category information for recruitment purposes. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information



- Sexual orientation information

For dealing with queries, complaints and claims

We collect or use the following personal information for dealing with queries, complaints or claims. This may include enquiries submitted through our website contact forms, email communications and requests for information about our services:

- Names and contact details
- Addresses
- Payment details
- Purchase or service history
- Call recordings
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect or use the following special category information for dealing with queries, complaints or claims. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Trade union membership
- Health information
- Sexual orientation information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Under UK data protection law, you have a number of rights relating to your personal information. These rights are summarised below.

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are

some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection right request, please contact us at info@abznconsultancy.co.uk.

Our lawful bases for the collection and use of your data

To provide and improve products and services for clients, our lawful bases for collecting or using personal information are:

- Contract
 - we need to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation
 - we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests
 - We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to

anyone. All your data protection rights may apply, except the right to portability.

- Our legitimate interests are to provide HR consultancy and management, recruitment, employee relations, workplace investigations, HR software support and related business support services to our clients and to maintain, develop and improve the quality and effectiveness of those services.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

For the **operation of client or customer accounts**, our lawful bases for collecting or using personal information are:

- Contract
 - we need to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation
 - we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests
 - We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability.
 - Our legitimate interests are to administer and maintain client accounts, provide access to HR consultancy and HR software services, manage client relationships, maintain accurate records, provide support and ensure the efficient operation of our business.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

For **information updates or marketing purposes**, our lawful bases for collecting or using personal information are:

- Consent
 - Where required by law, we rely on your consent to send marketing communications. You may withdraw your consent at any time.
- Legitimate Interests

- We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone.
- Our legitimate interests are to keep clients and prospective clients informed about HR services, employment law updates, training opportunities, business news and other information relevant to their interests and to promote and grow our business.

To **comply with legal requirements**, our lawful bases for collecting or using personal information are:

- Legal obligation
 - we need to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests
 - We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.
 - Our legitimate interests are to support clients in meeting their legal and regulatory obligations, manage employment related risks and provide professional HR advice and compliance services.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

For **recruitment purposes**, our lawful bases for collecting or using personal information are:

- Contract
 - we need to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation
 - we need to collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests

- We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability.
- Our legitimate interests are to identify, assess and support with the recruitment and onboarding of suitable candidates for employment opportunities, support clients' recruitment requirements, verify qualifications, right to work and experience and manage the recruitment process effectively.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

For **dealing with queries, complaints or claims**, our lawful bases for collecting or using personal information are:

- Contract
 - we need to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation
 - we need to collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests
 - we are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability.
 - Our legitimate interests are to investigate, manage and resolve queries, complaints, grievances, disciplinary matters, workplace investigations and legal claims, maintain appropriate records, provide professional HR services to clients and protect the rights, interests and wellbeing of clients, employees and our business.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

Where we process special category information, we do so in accordance with Article 9 UK GDPR. This may include where processing is necessary for employment, social security and social protection law obligations, where it is necessary for the establishment, exercise or



defence of legal claims, where explicit consent has been provided, or where otherwise permitted by law.

Where ABZN Consultancy Limited acts as a Data Processor on behalf of a client organisation, the client organisation remains responsible for determining the lawful basis and special category condition relied upon for the processing.

International transfers

Some of our service providers may store or process personal information outside the United Kingdom. Where personal information is transferred internationally, we will ensure that appropriate safeguards are in place in accordance with UK data protection legislation, such as the UK International Data Transfer Agreement, adequacy regulations or other lawful transfer mechanisms. Our primary business systems are operated within the United Kingdom and/or jurisdictions recognised as providing an adequate level of data protection.

How we protect your information

We regularly review our technical and organisational security measures to ensure they remain appropriate to the nature and sensitivity of the information we process.

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. These measures may include secure systems, password protection, encryption, access controls, secure storage and confidentiality obligations.

Where we get personal information from

We may obtain personal information from:

- Directly from you
- Client organisations
- Employees and workers of client organisations
- Regulatory authorities
- CCTV footage or other recordings
- Legal bodies or professionals (such as courts or solicitors)
- Publicly available sources
- Previous employment
- Job applicants and candidates
- Recruitment agencies



- Suppliers and service providers
- Visitors to our website
- Individuals submitting enquiries through our website

How long we keep information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations and protect our legal interests.

Typical retention periods include:

- Client records and contracts
 - 6 years after the end of the client relationship.
- Investigation and complaint records held by us
 - up to 6 years after closure.
- Financial records
 - 6 years in line with HMRC requirements.
- Marketing records
 - until consent is withdrawn or the information is no longer required.
- Website enquiry records
 - Up to 24 months after the last meaningful contact unless a business relationship is established
- Recruitment Records
 - Typically up to 12 months following completion of the recruitment process, unless consent has been obtained to retain information for future opportunities or a longer retention period is required by law.

Where we process personal information on behalf of a client organisation, retention periods will normally be determined by the client organisation as Data Controller and information will be retained, returned or securely deleted in accordance with contractual arrangements and client instructions.

Information may be retained for longer where required by law or ongoing legal proceedings.

Who we share information with

Service Providers and Data Processors



Where third-party providers process personal information on our behalf, we ensure that appropriate contractual and security measures are in place to protect personal information and comply with applicable data protection legislation.

We may share personal information with trusted third-party service providers who process data on our behalf, including:

- HR systems and software providers
- Appointment scheduling providers (such as Microsoft Bookings)
- Recruitment and applicant tracking system providers
- Payroll and employment administration providers (if applicable)
- Email and communications providers
- Website hosting and website support providers
- Cloud storage and document management providers
- Accountancy and bookkeeping service providers
- IT support and cybersecurity providers
- Training and learning management system providers
- Video conferencing and collaboration platform providers
- Electronic signature providers
- Customer relationship management (CRM) providers

These providers help us deliver services, securely store information and manage our business operations.

Professional Advisers

We may share information with:

- Solicitors
- Employment law advisers
- Accountants
- Auditors
- Insurance providers
- Professional consultants
- Occupational health providers
- Employee assistance providers

Regulatory and Legal Bodies

We may share information with:

- HMRC
- ACAS
- Employment Tribunals



- Information Commissioner's Office
- Disclosure Scotland
- Other authorities where legally required

Clients

Personal information may be shared with client organisations where required to provide HR consultancy, compliance support, employee relations services, recruitment support, workplace investigations, organisational change support, management development or HR software support services.

Other Third Parties

We may also share information with:

- Organisations we are legally obliged to share information with
- Previous employers for reference purposes
- Recruitment partners
- Other third parties where required by law or necessary to protect legal rights and interests

Cookies and Analytics

Our website may use cookies and similar technologies to:

- remember user preferences;
- improve website functionality;
- monitor website performance;
- analyse visitor behaviour and website usage.

Where required by law, non-essential cookies and similar technologies will only be placed on your device after you have provided your consent through our cookie consent mechanism.

For further information about the cookies we use and how to manage your preferences, please see our Cookie Policy for full details of the cookies and similar technologies used on our website, including their purpose, duration and how to manage your preferences.

Automated Decision Making

ABZN Consultancy Limited does not carry out automated decision-making or profiling that produces legal effects or similarly significant effects on individuals.

Updates to this Privacy Notice



We may update this Privacy Notice from time to time to reflect changes in our services, legal obligations or business operations.

The most current version will always be published on our website.

Last Updated: September 2026.

How to Complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@abznconsultancy.co.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office (ICO),

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>