

B2B DATA GOVERNANCE

Client Privacy Notice

Commercial Client & Partner Data Protection Framework

Effective: January 2026 B2B Operations Emerald247 UK

1. Purpose & Application

This Client Privacy Notice applies to individuals acting on behalf of our hiring clients, partner schools, NHS trusts, logistics operators, building contractors, and commercial partners who engage with Emerald247 for workforce and staffing solutions across the United Kingdom.

2. Information Collected About Client Representatives

We process relevant commercial and professional contact data necessary to maintain contract agreements and manage placement services:

- **Business Contact Details:** Organisation name, operating locations, business email addresses, direct telephone lines, and job titles of hiring managers and HR personnel.
- **Billing & Account Information:** Company registration numbers, VAT registration details, accounts payable contacts, banking instructions, and credit review references.
- **Staffing Requirements & Feedback:** Job specifications, assignment briefings, site safety protocols, shift booking records, candidate performance feedback, and Single Central Record (SCR) audit acknowledgements.

3. How We Use Client Information

We process client information for legitimate business interests and contract execution, including:

- Fulfilling temporary shift cover, short-notice emergency placements, long-term contracts, and permanent talent searches.
- Administering weekly digital timesheets, consolidated invoicing, and payment processing in accordance with our agreed Terms of Business.
- Providing market remuneration benchmarking, industry regulatory guidance, and candidate availability updates.
- Maintaining ISO compliance, safeguarding audit logs, and commercial relationship management records.

4. Data Confidentiality & Security

Emerald247 treats all client operational data, proprietary shift patterns, and site access information with strict confidentiality. All client records are housed on secure UK-based cloud servers protected by multi-factor

authentication, SSL encryption, and automated intrusion monitoring.

5. Enquiries & Account Updates

To update your organizational contact details or request account information changes, please contact your dedicated Emerald247 Account Manager or email **accounts@emerald247.co.uk**.