WORK LIFE UK

Customer Privacy Notice

Updated 5 November 2026

1. How will we use your personal data?

Worklife UK Limited uses personal data in accordance with data protection law. We will:

- obtain and process information fairly;
- keep it for specified and lawful purposes;
- process it in ways compatible with the purposes for which it was provided;
- keep it safe, secure, accurate and up to date;
- ensure it is adequate, relevant and not excessive;
- keep it no longer than necessary for the relevant purpose; and
- provide access to personal data when an individual exercises their right of access.

2. How do we ensure the security of your personal data?

- We use security measures to protect against accidental or unlawful loss, destruction, alteration, disclosure or access.
- Access is limited to approved employees, contractors and third parties who are subject to confidentiality requirements and have received data protection training.
- We have procedures for suspected personal data breaches and will notify affected individuals and the regulator where legally required.

3. What personal data do we hold about you?

To provide our products and services, we may collect contact details such as your name, organisation, address, telephone number and email address, as well as technical information such as an IP address. We may collect financial details where needed to process payments.

4. How do we collect this data?

- Through correspondence by telephone, letter, email or other means.
- Through website enquiries, product or service requests, and discussions with our authorised representatives.
- Through technical information collected when you use our website.
- From third parties authorised to provide your details so we can deliver products or services they have contracted to us.

5. How do we use this data?

- To respond to your enquiries and provide the products or services you request.
- To perform a contract with you, or a contract with a third party that legitimately holds your details and has informed you about its use of contractors.
- To comply with legal obligations.
- Where necessary for our legitimate interests, subject to your rights and interests.
- Where we have your specific consent, where required.

5A. Relevant WLUK updates

We may use your name, organisation and business contact details to email relevant WLUK news, guidance and information about our workplace products and services. Employee assessment details and health information are not used for marketing.

For permitted email marketing to business contacts at companies and other corporate bodies, we rely on our legitimate interests in promoting relevant WLUK services, after considering your reasonable expectations and rights.

For individual subscribers, including sole traders and some partnerships, we send marketing emails only with your consent or where every condition of a permitted customer soft opt-in is met. Submitting an enquiry does not itself provide marketing consent.

You have an absolute right to object to direct marketing at any time. Follow the opt-out instructions in a marketing email or contact hello@worklifeuk.com. We will stop using your personal data for marketing when you object or withdraw consent.

Opting out of marketing does not prevent necessary communications about an enquiry, booking or service you have requested. Each marketing email will identify WLUK and explain how to opt out.

6. Who do we share your data with?

We may share data with outsourcing partners and contractors where required to provide our products and services or manage our communications with you. These third parties must comply with applicable data protection requirements. Details of relevant third parties are available on request.

7. How long will we keep your data?

Customer records: we may keep your data while you are a Worklife UK customer and for up to seven years afterwards, to respond to questions and complaints and maintain legally required records. We may retain records longer where deletion is prevented by legal, regulatory or technical reasons.

Other records: we determine an appropriate retention period according to the type of information, its purpose and the legal requirement or legitimate interest in retaining it.

Marketing contacts: we review this information and retain it only while relevant, necessary and lawful. The customer-record period above is not a blanket period for sending marketing.

If you opt out, we keep a limited suppression or do-not-contact record to respect your preference and prevent further marketing. This record is used only to honour your objection; other service and legally required records follow the periods above.

8. Your rights in connection with this data

- You may request access to your personal data and information about how it is used.
- You may ask us to correct inaccurate information.
- You may request erasure, restriction or portability of your information where the relevant legal conditions apply.
- You may object to processing based on legitimate interests. Some processing may continue where data protection law permits or requires it.
- Where we rely on consent, you may withdraw it at any time. Withdrawal does not affect the lawfulness of earlier processing.

Your right to object to direct marketing is absolute. References elsewhere in this notice to continuing processing for legal reasons or legitimate interests do not override that marketing objection.

9. How do you exercise your rights?

Contact us at hello@worklifeuk.com or write to Worklife UK Limited, 101-135 Kings Road, Brentwood, Essex, CM14 4DR. You can also telephone 03301 331 598.

10. Your right to complain

You may complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Visit ico.org.uk/concerns, call 0303 123 1113, or write to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also contact WLUK using the details above.