

# Privacy Notice

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The Mace group is committed to protecting and respecting your privacy. This notice sets out the basis on which any personal data (this term is explained in the Definitions section below) we collect throughout our relationship with you, will be processed by us. Some of the data we collect is Special Category personal data (this term is explained in the Definitions section below). Please read this privacy notice carefully to understand your rights and our views and practices regarding your personal data.

The Mace group is made up of different legal entities. When we refer to 'Mace', 'we', 'us', or 'our', we are referring to the relevant company in the Mace group responsible for processing your personal data. A reference to 'you' or 'your' is to you as an individual.

For the majority of individuals, the data controller responsible for processing your personal data is Mace Limited of 155 Moorgate, London EX2M 6XB. In some circumstances, other Mace group companies will also be a controller in respect of your personal data. If you have any queries about which Mace group company is a controller in respect of your personal data, please contact the Data Protection Team at [GDPR.Queries@macegroup.com](mailto:GDPR.Queries@macegroup.com).

This notice is overseen by the Data Protection Team. If you have any queries, complaints or requests please contact the Data protection Team at [GDPR.Queries@macegroup.com](mailto:GDPR.Queries@macegroup.com) or 020 3522 3081.

We have appointed a European Representative. Our European Representative is:

Mace Group I.C.S Limited  
5th Floor, Beaux Lane House  
Mercer Street Lower, Dublin 2, Ireland  
Email: [GDPR.Queries@macegroup.com](mailto:GDPR.Queries@macegroup.com)

This notice was last changed in March 2025.

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## What information do we collect from you?

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us directly. You may do this by filling in forms on our website or by corresponding with us by phone, email or otherwise. Information you send to us may be stored and processed by Mace. This will include any emails or other electronic messages and any documents, photos or other files stored on or processed through our systems or devices. Please be aware that by entering information onto these systems you are sharing that information with Mace.

- **Information we collect throughout our relationship.** We will collect information throughout your time with us. This may include information about location, employees, projects, working hours and other relevant information.
- **Information we receive from other sources.** We receive information about you from third parties, including:
  - Tax and regulatory authorities such as HMRC;
  - Previous employers;
  - Recruitment or vetting agencies;
  - Security clearance/ pre-employment check providers;
  - Publicly available resources including online sources.
- **The type of information we collect.** This may include, but is not limited to the following (and may include Special Category personal data as defined below)
  - **Identification information** – name, title, date and place of birth, gender, photograph, marital status, nationality, identification documents such as copies of passport and government identification numbers.
  - **Contact details** – address, telephone number, mobile telephone number, email address.
  - **Employment related information** – job title, company, business contact information, CV and employment application, eligibility to work, employment history, references, qualifications and other educational history, employment contract information and driving licence information.
  - **Browsing behaviour** – When you visit our site we may collect information about your online browsing behaviour and any devices you have used to access our site (including your IP address, browser type and mobile device identifiers).
  - **Location** – We may collect your location data through your IP address.
  - **Preferences** – We collect what Mace services you are interested in and the sectors that you wish to be updated on through our preference centre.
  - **Dietary requirements** – In some cases, such as for attendance at catered events, we may collect and process special dietary requirements for reasons of health or religion.
  - **Information about your health** – In some cases, we may collect information which is categorised as health data such as in respect of accessibility to buildings and resources, accessibility to documents and other materials or, if you are a job applicant, information about your medical history and vaccination status.
  - **Equality and diversity** – You may choose to share information about your ethnicity, parental status, sexuality or beliefs with us for inclusion purposes. This information will be treated as highly confidential.
  - **Images and video footage** – images and footage are collected from our use of CCTV and similar technologies at our offices and/ or sites. Footage may also be collected via drones, body worn cameras, headcams and webcams when you visit one of our sites. In some instances, this will include audio footage.
  - **Other data** – which we may notify you of from time to time.

- **Opinion** – Mace may also contact you to ask you to take part in voluntary surveys to hear your opinion of current services or of potential new services on offer. If you choose to take part in these surveys, we will collect the information you provide. We also collect data you provide in emails and phone calls for example, your questions to customer support.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

### Why do we collect this information?

We collect use and share your personal data for different purposes. Data protection law requires us to have a legal ground in order to collect, use or share your personal data for a particular purpose. The Legal Grounds that we most commonly rely on include: -

1. Where we need to perform the contract we are about to enter into or have entered into with you.
2. Where we need to comply with legal requirements.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
4. Where you have given your consent.

We have set out below in the table the purposes that we use your personal data for and the associated legal grounds.

Purpose	Types of personal data processed
Legal ground: Based on performance of our contract with you, or in order to take steps at your request to enter into a contract with you, for example:	
In performing our obligations under our contract to which you are a party	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> </ul>
When applying for a vacancy advertised on our website	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> </ul>
Apply for or renew your visa if being sponsored by Mace	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Information about your health</li> <li>• Images and video footage</li> </ul>
Legal ground: To comply with legal requirements relating to:	
The provision of products and services	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>

Purpose	Types of personal data processed
Complying with mandatory reporting obligations and other legal requirements (e.g. under tax, health and safety, data protection, fraud investigations, anti-money laundering and anti-discrimination laws) and disclosures required by law enforcement agencies	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Information about your health</li> <li>• Spouse and dependent information</li> <li>• Images and video footage</li> <li>• Equality and diversity</li> </ul>
Legal ground: For our legitimate interests for the purposes of:	
Inform you of our services through email, mail, telephone, or SMS text message	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>
Managing our response to the Covid-19 pandemic	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Information about your health</li> </ul>
Informing you about employment-related opportunities	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Preferences</li> </ul>
Hiring and recruitment and the processing of job applications including any employment background checks, reference checks and qualifications and training checks	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Information about your health</li> <li>• Equality and diversity</li> </ul>
Send you information on promotional content (you can amend your marketing preferences in our preference centre)	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> </ul>
Keep our site and systems safe and secure	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Images and video footage</li> </ul>
For our legitimate interest in respect of litigation, including bringing or defending legal claims and investigating complaints	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Information about your health</li> <li>• Images and video footage</li> </ul>
Remember you when you visit our website and see how you journey through it by using cookies	<ul style="list-style-type: none"> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>
Remember you when you use our forms to download content or sign up for a newsletter;	<ul style="list-style-type: none"> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>

Purpose	Types of personal data processed
Supply, improve and support the services we provide	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>
Understand our customer base and purchasing trends	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>
Ensure that our recruitment practices are fair and inclusive and that we are recruiting a diverse workforce	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Employment related information</li> <li>• Equality and diversity</li> </ul>
Understand the effectiveness of our marketing	<ul style="list-style-type: none"> <li>• Identification information</li> <li>• Contact details</li> <li>• Browsing behaviour</li> <li>• Location</li> <li>• Preferences</li> </ul>
<p>Legal ground: We may also process data on the basis of your consent which you will be notified of from time to time</p>	

We may inform you of additional purposes for processing your information when that information is collected from you.

### How we use special category personal data

Special category personal data (this term is explained in the Definitions section below) attracts a higher level of protection. Data protection law requires us to have an additional **condition** where we are collecting, storing and using special category personal data.

The conditions that we most commonly rely on to collect, use or share your special category personal data include:

- In limited circumstances, your explicit consent.
- Where we need to carry out our legal obligations or exercise rights in the field of employment.
- Where it is needed in the public interest, such as for equal opportunities monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your vital interests (or someone else's vital interests) and you are not capable of giving your consent, or where you have already made the information public.

### Purposes for which we use your special category personal data

In general, we will not process special category personal data about you unless it is necessary for performing or exercising obligations or rights in connection with your relationship with us. There may also be other reasons for processing, such as where it is in the public interest to do so. We have indicated below the purpose or purposes for which we are processing or may process your special category personal data.

- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting. testing providers.
- Sub-processors and service providers including our pre-employment screening check provider or other providers details of which can be provided upon request.

- How can you choose and control what information we send you?

You can choose whether you wish to receive promotional emails, SMS messages and telephone calls from Mace by visiting the preference centre. <http://content.macegroup.com/preferences>

We encourage you to keep your personal settings and personal data accurate and up to date.

If you are accessing our site from the United States of America, we process your data in accordance with the California Consumer Privacy Act (CCPA). You can opt out of the sale or sharing of your personal information by clicking "Do Not Sell My Personal Information". To do so, please see [cookie preferences](#).

### How long do we keep hold of your information?

We only store your information for as long as is required for the purpose it was collected. Should you wish to have more information about how long we retain your data, please contact our Data Protection Team at: [GDPR.Queries@macegroup.com](mailto:GDPR.Queries@macegroup.com)

Information stored generally on IT systems, such as email history, will be deleted regularly in line with our policies.

### Automated decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

2. Where we have notified you of the decision and given you 21 days to request a reconsideration.
3. Where it is necessary to perform the contract with you and appropriate measures are in place to safeguard your rights.
4. In limited circumstances, with your explicit written consent and where appropriate measures are in place to safeguard your rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either your explicit written consent or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard your rights.

### Who might we share your information with?

Where information is shared with third parties we will only share the information required for the purpose it is being shared.

For the purposes set out in the 'Why do we collect this information?' section above, we have the right to share your personal information with:

- We use a third party provider, Hootsuite to manage our social media interactions. If you send us a private or direct message via social media the message will be stored by Hootsuite. It will not be shared with any other organisations.
- Our clients and prospective clients.
- Our suppliers and sub-contractors and the suppliers and sub-

- Other companies in the Mace Group.

Additionally, we will disclose your personal information to the relevant third party:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- To third parties when it is necessary for the establishment, exercise or defence of legal claims.
- If we are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we choose to exercise a legal power to do so.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply contractual terms or other agreements; or to protect the rights, property, or safety of ourselves our customers, our regulator, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money laundering and credit risk reduction.

## How your data is stored and kept secure?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from the DPCM.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## International transfers

Due to the way that the Mace group operates, companies within the Mace group may be subject to the UK GDPR and/or the EU GDPR and/or the California Consumer Privacy Act (CCPA) or other privacy regulations.

### Where the UK GDPR applies

We share your personal data within the Mace group. This may involve transferring your personal data outside the UK. We share personal data within the Mace group on the basis of model contractual clauses which have been approved by the UK Government.

We may also transfer your personal data outside the UK to other third parties. We will only do so if adequate protection measures are in place in compliance with the applicable data protection laws. We use the following protection measures:

- transferring to countries that have been deemed to provide an adequate level of protection;
- using approved model contractual clauses; or
- transferring when one or more of the conditions set out in Article 49 UK GDPR are met.

### Where the EU GDPR applies

We share your personal data within the Mace group. This may involve transferring your personal data outside the European Economic Area ("EEA"). We share personal data within the Mace group on the basis of model contractual clauses which have been approved by the European Commission.

We may also transfer your personal data outside the EEA to other third parties. We will only do so if adequate protection measures are in place in compliance with the applicable data protection laws. We use the following protection measures:

- transferring to countries that have been deemed to provide an adequate level of protection;
- using approved model contractual clauses; or
- transferring when one or more of the conditions set out in Article 49 EU GDPR are met.

## What are your rights?

You have the following rights. You can exercise these rights at any time by contacting the Data Protection Team. You can make a subject access request verbally or in writing. In order to deal with your request effectively, it would be helpful if you could contact the Data Protection Team in the first instance. The DPCM may be contacted in the following ways:

### By post:

Data Protection Team (Compliance Department)  
Mace Ltd, 155 Moorgate,  
London EC2M 6XB

### By email:

GDPR.Queries@macegroup.com

You have the right:

- to ask us not to process your personal data for marketing purposes;
- to ask us not to process your personal data where it is processed on the basis of legitimate interests provided that there are no compelling reasons for that processing;
- where processing of your personal data is based on consent, to withdraw that consent at any time.
- to request from us access to personal information held about you;
- to ask for the information we hold about you to be rectified if it is inaccurate or incomplete;
- to ask for data to be erased provided that the personal data is no longer necessary for the purposes for which it was collected, you withdraw consent (if the legal basis for processing is consent), you exercise your right to object, set out below, and there are no overriding legitimate ground for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation;
- to ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected or you exercise your right to object (pending verification of whether there are legitimate grounds for processing); or
- to ask for data portability if the processing is carried out by automated means and the legal basis for processing is consent or contract.

Should you have any issues, concerns or problems in relation to your data, or wish to notify us of data which is inaccurate, please let us know by contacting us using the contact details above. In the event that you are not satisfied with our processing of your Personal Data, you have the right to lodge a complaint with the relevant supervisory authority at any time. The relevant supervisory authority in the UK is the Information Commissioner's Office (ICO). The ICO's contact details are available here: <https://ico.org.uk/concerns/>.

## What we ask of you

- **Keeping your information accurate and up to date.** If your information changes for any reason, for example if you change your name, address, then you should inform us of the change as soon as possible so that we can ensure your information is kept accurate and up to date. Please log into your preference centre to amend and update your information. <http://content.macegroup.com/preferences>
- **Business cards.** If you issue business cards to us your data will be processed by those who you share the business cards with. It is reasonably expected that the data will only be processed by those you share it with for business purposes, principally, to contact you in relation to your role and your business.

## Definitions

**EU GDPR:** Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing directive 95/46/EC as updated, superseded or repealed from time to time.

**UK GDPR:** The retained EU law version of the General Data Protection Regulation ((EU) 2016/679) as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, as modified by Schedule 1 to the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019, as updated, superseded or repealed from the time to time.

**Personal data:** Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier, such identifiers including name, location data or online identifier.

**Special category personal data:** includes data that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, as well as the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

## Changes to our privacy notice

This notice may be updated from time to time. Please check this page on our website for any changes.

## Further Privacy Notices

If you are a sub-contractor or supplier, please see our sub-contract and supplier privacy policy [here](#).

If you are an employee of Mace, please see our employee privacy policy [here](#).

Alternatively, you can contact the Data Protection Team for copies of these policies.

## Contact us

Questions, comments and requests regarding this privacy notice are welcomed and should be addressed to:

Data Protection Team (Compliance Department),  
Mace Ltd, 155 Moorgate, London EC2M 6XB  
or email [GDPR.Queries@macegroup.com](mailto:GDPR.Queries@macegroup.com)