

Additional Terms of Use for Hireserve (Third Party Service)

INTRODUCTION

Solution and Description:

Hireserve ATS- Recruitment software deployed in the Cloud

Hirecheck- Recruitment software deployed in the Cloud

Unit4 Integration-Recruitment software deployed in the Cloud

Solution Description Available on Request.

Web link: [Hireserve Applicant Software | In-House Recruitment Technology](#)

SECTION A - Additions to Standard Terms

None Required.

SECTION B - Additions to Unit4 – Details of Processing, Security Measures and Sub-Processors

Data Processing Information (Including Sub-processors)

Part 1 – DETAILS OF PROCESSING

1. NATURE AND PURPOSE OF THE PROCESSING:

Personal data is processed in order to provide the Services:

Product	Nature and Objective of Processing
Unit4 Recruitment / Hireserve ATS	To effectively identify the most suitable people for employment opportunities within the end Customer. The end customer is solely responsible for the manner in which the data is processed. Controller may provide and Hireserve (Sub-Processor) may accept instructions direct from the Controller without the permission of Unit4 and Unit4 shall not be responsible for any claims for loss or damage suffered by Controller as a result of any instruction or action of the Sub-Processor when acting on such direct instruction.

2. TYPES OF SERVICES AND THE PERSONAL DATA THAT IS PROCESSED:

Customer may submit Personal Data to enable Hireserve to render the Services, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include the following type of Personal Data depending on the type and scope of the Services:

Product	Personal Data that may be processed might include:	To whom this may belong:
Unit4 Recruitment / Hireserve ATS	Name, address, contact details, equality & diversity data, employment, skills and education history; any other data that the Client chooses to collect from Data Subjects.	"Candidates" <ul style="list-style-type: none"> Applicants, prospective employees Current employees
	The only mandatory data items required for processing are email address, first and last names. All other items of personal data are entirely at the discretion of the end Customer. Documents may be supplied by Candidates which may contain other personal data.	

3. DESCRIPTION OF THE PROCESSING AND MEANS:

Processor will Process the aforementioned Personal Data in connection with the provision of the Services:

Type of Processing	Description	Means and resources
Hosting and automated software processing in response to Customer demands	The storage and automated processing of data to automate the Customer's recruitment processes.	<ul style="list-style-type: none"> Oracle - application hosting Digital Ocean - email transmission Amazon - email transmission Engagehub – SMS generation DBS - Management of Oracle Cloud Infrastructure on behalf of Hireserve
Support Services	Access to personal information to provide resolutions to logged support tickets.	Unit4 & Hireserve
Professional Services and/or consulting	e.g Data migration (carried out by Hireserve)	Hireserve

4. RETENTION PERIOD

Hireserve will keep the Personal Data **for the duration of the Agreement as long as Hireserve is included in the Agreement.**

5. LOCATION OF PROCESSING:

Hireserve (Hosting)	Customer Location:	Personal Data is Stored in:
	United Kingdom	United Kingdom/EU
	EU	United Kingdom/EU
Unit4 Tiered Support – Standard Support	Customer Location	Support is provided from:
	United Kingdom	United Kingdom and Poland
Hireserve Support	Support is provided from the United Kingdom only.	
Professional Services	Professional Services will be delivered from the location dictated by the end Customer (for on-site work) and from the United Kingdom for off-site work.	

6. CONTACT DETAILS

For questions or comments about the Agreement and Schedules the contact person is

Hireserve Limited. By letter addressed to Data Protection Officer Chargrove House, Shurdington Road, Cheltenham, Gloucestershire, England, GL51 4GA

Part 2 - SECURITY MEASURES

HIRESERVE STATEMENT

In accordance with the Data Protection Legislation, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Personal Data to be carried out under or in connection with this Agreement, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Personal Data transmitted, stored or otherwise processed, Hireserve shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(a) to 32(d) (inclusive) of the GDPR and these measures shall (bearing in mind such differences to accommodate different sub-processors and platform providers) be in all material respects no less favourable than the Unit4 Security Measures in Section 2 of the Data Processing Information found on www.unit4.com/terms.

Hireserve has been awarded ISO27001 which acknowledges that Hireserve has robust policies and procedures to both proactively manage and react appropriately to all information-security events.

Hireserve only contracts with sub-processors who hold at the minimum ISO27001 and who can guarantee to provide its services within the territories determined by Hireserve's end Customers.

Part 3 – SUB-PROCESSORS

List of potential sub-processors and locations of processing are as follows:

Service	Sub-processor (company name, location etc.)	Processing location	Type of service by Sub-processor
Application Hosting	Oracle	London, UK (3 locations)	Core application hosting
SMS generation	Engagehub	UK	Generating SMS messages
Email Transmission	Digital Ocean	UK, London	Hireserve MTA – transmit emails
Email Transmission(UK)	Amazon	Amazon Web Services, London	Hireserve MTA – transmit emails
Managed Service	Database Service Provider Global Limited,	UK, London	Management of Oracle Cloud Infrastructure on behalf of Hireserve
Application Support	XCD India Private Ltd	India	Providing end-user support on the Hireserve application in response to queries and issues