

Handle Freelance Solutions

Headquartered in the UK, the Handle group was founded in 1978, and our heritage, passion, and specialisms are rooted within the media and entertainment industries. Handle Freelance Solutions was established in 2014 and has become the preferred payroll solution for an impressive base of Media, Entertainment and Fashion brands.

We are the contractual employer for all PAYE temps, self-employed workers, and Ltd companies we pay, and we take data protection seriously at every stage, from onboarding through to payment and beyond.

What does this policy cover?

We take your personal data seriously. This policy explains:

- What personal data we collect and why
- Where we collect your data from
- How long we keep your data
- Who we share your data with
- The legal basis for processing your data
- Your rights under GDPR
- How to make a data request
- How to contact us

What personal data do we collect about you?

If you're a freelancer. To pay you correctly and meet our legal obligations, we may collect:

Data	Why We Collect It
Name and contact details	So we can communicate and make payments
Bank details	To pay you accurately and promptly
National Insurance number, UTR	Required for tax and compliance
Right to work documentation and ID	Legal obligation
CV, job details	For onboarding and assignment matching
Tax and payment records	Legal requirement
Contracts	Proof of agreement and compliance
Notes from communications	For account management and service delivery

If you're a client. To manage assignments and billing, we may collect:

Data	Why We Collect It
Business contact details	So we can communicate with you
Job briefs or descriptions and categories	For placement accuracy and compliance
Invoicing and contract details	For billing and legal requirements

If you visit our website, we may collect:

Data type	Why We Collect It
IP address and usage data	For site performance and analytics
Cookies	To personalise your experience – see our Cookie Policy

Where do we collect personal data about you from?

- Directly from you (e.g. via email, app, phone, or post)
- From clients (if you're a freelancer working for them)
- From third parties (e.g. HMRC, student loan authorities)

How long do we keep your personal data for?

We retain data only for as long as necessary to:

- Fulfil our contractual or legal obligations
- Comply with tax, audit, or employment regulations
- Resolve disputes
- Meet guidelines from data protection authorities

After this, your data is securely deleted.

Who do we share your personal data with?

We never sell your data. We may share it with:

- Government bodies like HMRC (when required)
- Trusted third parties (e.g. accountants, payroll tech providers)
- Clients (when needed for assignments or contracts)

All third parties are GDPR-compliant and contractually bound to protect your info.

How will we contact you?

We'll usually contact you via email or phone. Let us know if you have a preferred method.

Our Legal Basis for Processing Data

We process your data under:

- Legitimate interest – to deliver our services
- Legal obligation – to comply with tax, employment, and financial regulations
- Contractual necessity – to manage and pay freelancers and suppliers

What happens if you do not provide us with the information we request or ask that we stop processing your information?

If you are a freelancers and don't provide required information or ask us to stop processing it, we may not be able to pay you, place you on assignments, or deliver the services agreed.

Do we transfer your data outside the EEA?

No, we do not transfer personal data out of the EEA.

Data Security

We take data security seriously and use:

- Encrypted storage
- Secure servers
- Access controls
- Regular reviews

In the event of a breach, we'll inform you and the authorities as required.

Your Rights

You have the right to:

1. **Be informed** – know what we do with your data
2. **Access** – request a copy of your data
3. **Rectify** – correct incorrect or incomplete data
4. **Erase** – request deletion of data no longer needed
5. **Restrict processing** – limit how your data is used
6. **Data portability** – move your data to another provider
7. **Object** – stop certain uses (e.g. marketing)
8. **Complain** – to us or the ICO
9. **Withdraw consent** – at any time (e.g. for marketing)

We aim to respond to data requests within one month. We may charge a fee for repeated or excessive requests.

How can you contact us?

For questions about this policy or your data:

General enquiries: info@handlefreelance.co.uk

Escalations: darren@handlefreelance.co.uk (Darren Woolnough, Managing Director)

Or by post to: Data Protection Lead, Handle Freelance Solutions, 3.01 Ink Rooms, 28 Easton Street, London WC1X 0DS.

Making a Data Subject Access Request (DSAR)

To request access to your personal data, email **info@handle.co.uk**, including:

- Your full name
- A brief description of the information you need

We'll handle your request as efficiently as possible.

If you'd like to request access to your personal data, **please send your request by email** to info@handlefreelance.co.uk.

You can also submit your request by post: Data Protection Lead, Handle Freelance Solutions, 3.01 Ink Rooms, 28 Easton Street, London WC1X 0DS.