

# Definitions

'We' refers to Support Adventure. 'You', 'contractor', and 'Contractors' refers to those who are hoping to work with Support Adventure, and either have a contract with us or are exploring the possibility of gaining one.

'Partners' refers to anyone with whom we work in order to arrange work for contractors.

# Your data

Candidates are expected to give a name, email address, and country of residence, a next of kin, and recordings of video interviews with ticket notes from tests.

## Why the data is required

Support Adventure is here to promote you, and intends to show partners and potential partners your videos, ticket notes, and other information necessary to show your ability to work. This information is held in confidence between Support Adventure and the partners or potential partners, and is not expected to reach any third parties, except for the purposes of data storage or legal compliance.

Support Adventure may also request to show your videos publicly for the purposes of advertising. This will not happen without your explicit consent and foreknowledge.

## Arbitration

As a UK based company, Support Adventure's Data Commissioner is the UK's [Information Commissioner's Office](#) (ICO). Support Adventure will accept all rulings of the ICO in matters of arbitration. We also use the ICO's previous rulings and public statements as a guide to best practice.

## How long we keep your data

We don't know how long it will take to find candidates a position, so videos are held as long as they might be useful. They are reviewed, and deleted manually, when the candidate's data is no longer useful. On occasion it is possible the data will have to be retained beyond the normal duration for reasons of legal compliance.

## Data requests

Subjects can write to [gdpr@supportadventure.com](mailto:gdpr@supportadventure.com) to make data access requests. Subject can expect a reply in less than thirty days.

In general, data subjects can request the following:

- That their data be corrected.
- To know what data Support Adventure hold on them.
- To request that data be erased.
- To understand which parties currently have or previously have had access to their data.

## Retaining Data

Support Adventure will endeavour to delete any data upon request, so long as there is no question of a possible legal requirement to have the data at a later time. In the case of any disagreements concerning a possible legal requirement, Support Adventure will accept the rulings of the ICO.

## Third Parties

Support Adventure are the data controllers for your information, and use third parties for data storage. These includes but are not limited to [Google](#) and [Microsoft](#). Links are provided to their data policies.

## Non EU Residents

Support Adventure takes GDPR to be best practice, and often uses it as a guideline for best practice in data processing, even when dealing with non-EU residents, to the extent that this is practicable and legal.

## Data we hold and why

We hold your ticket notes, work history, contact details, video interview records, and any other information you give us in the process of exploring a contract. (GDPR ch.2, art. 35, 2.a)

We hold your next of kin contact details on the basis of Vital Interest, applicants' and contractors' consent. It is the responsibility of the contractor to make their next of kin aware that we have their information. (GDPR, sch 10, sec. 3. a)(i)

We reserve the right to perform limited criminal background checks in accordance with the GDPR's schedule 11 (2.a).