



Broadbean Technology Limited

Broadbean Application Privacy Policy

The Privacy of users is important to Broadbean. The Privacy Policy below describes the personal data processed by us in providing our services to our customers. Please note that Broadbean does not process personal data in its own right but only on behalf of our customers. Broadbean is a “Data Processor” and not a “Data Controller” of personal data.

Collection and Use of Personal Information of Users of Broadbean applications

Personal Information means any information relating to an identified or identifiable person, in particular an identifier such as a name, an identification number or online identifier

Broadbean will collect and process personal information of users of the system in our role as Data Processors, providing services to and acting on behalf of Data Controllers (our customers) who have purchased Broadbean products. Our customers are typically Recruitment Agencies and Direct Employers, and the users of our applications, whose personal information we collect, are the employees of these businesses.

Categories of Personal Information processed and purpose

Personal data of users is collected and processed exclusively for the purpose of providing contracted services to our customers.

During account creation, user details may be added to the Broadbean system by the client account admin user or is set up by Broadbean on client instruction.

For all users on our system we may store the information below on our servers:

- Name & Username
- Email Address
- Telephone
- Fax

The setting up of your account will also see us storing the login credentials of the various job boards, social channels and other channels you utilise through Broadbean. Where your job board login details use an individual’s email address we will store that in our system.

Processing locations

All data is stored and processed by us using servers located in UK and Ireland.

In providing the service, user personal information may be accessed and processed by Broadbean staff for the purposes of providing Account Management, Customer Support and troubleshooting technical issues on behalf of our customers. These support functions may be performed by Broadbean or Careerbuilder staff in any of our global regions, including UK, USA, Australia and India. GDPR compliant model contract clauses exist between the offices in the supported regions outside of the UK to ensure the protection of such personal data.

Cookies & Similar Technology



Cookies are pieces of information that include a unique reference code that a website transfers to your device to store and sometimes track information about you.

Broadbean uses cookies to collect information about your use of the application and the services we provide and although they do identify a user's computer, they do not of themselves contain Personal Information.

A number of cookies we use will last only for the duration of your web session and expire when you close your browser. Other cookies are used to remember you when you return to the Site and last for up to 12 hours.

We use cookies for the following reasons:

Necessary Session Management : Managing your login session so you can move easily from one page to another and access your authenticated services;

Performance: Collect statistical information about how you use the Site so that we can improve the application performance, functionality, and gather other usage information for account management purposes. This includes third party cookies such as Google Analytics and Intercom.io

Application Logging

When users access the application, we gather some information automatically and store it in log files, for the purpose of application use analytics, site security, detection of improper use, providing customer support and investigating unexpected system behaviour. This information includes IP addresses, the page being requested, the browser type and operating system, the referring URL, date and time. These logs may be retained for up to 12 months.

User Personal Data sharing with third parties

User Personal Data may be shared with third party sub-processors as necessary to fulfil contractually agreed services. A list of third party sub-processors used by Broadbean in the provision of our services is defined and maintained here: <https://legal.broadbean.com/dpa/schedule-of-subcontractors.pdf>

In addition, we may disclose personal information :(i) if we are required to do so by law or legal process; (ii) to law enforcement authorities or other government officials; or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

We do not sell personal information about Users of the application to third parties.

Protection of Personal Information

We maintain administrative, technical and physical safeguards to protect against unauthorized disclosure, use, alteration or destruction of the Personal Information stored within our system. An overview of the technical measures in place can be found here: <https://legal.broadbean.com/dpa/schedule-of-data-protection-measures.pdf>

How to Contact Us

If you have any questions or comments about this Privacy Statement, please contact us using details found on our [Contact Page](#). To exercise any rights or raise any complaints as a user, you should contact directly the Broadbean customer (the Data Controller), under who's account your access Broadbean services.