
PRIVACY POLICY

BACKGROUND:

ShiftGo Technologies Ltd (trading as **DashCrew™**) understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, <https://dashcrew.uk> and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is requested upon your first use of Our Site, or when submitting an application form..

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account required to access and/or use certain areas and features of Our Site;
“Cookie”	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;

2. Information About Us

Our Site is owned and operated by ShiftGo Technologies Ltd (trading as **DashCrew™**), a limited company registered in England and Wales under company number 17040968

Registered address: 5 Brayford Square, London, E1 0SG.

Data Protection Officer: Cheuk Man Ella Chan, Director.

Email address: hello@dashcrew.uk.

Telephone number: +44 075 2998 3339

Postal address: 5 Brayford Square, London, E1 0SG

We are registered with the Information Commissioner's Office (ICO) under registration number 1522995.

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. **What Is Personal Data?**

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 15.
- b) The right to access the personal data we hold about you. Part 13 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 15 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 15 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. We would

welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 15.

6. What Data Do You Collect and How?

Depending upon your use of Our Site, we may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Please also see Part 14 for more information about our use of Cookies and similar technologies.

Data Collected	How We Collect the Data
Identity & Profile Information: including Name, date of birth, and profile photo.	Submitted by you via online forms (Tally.so) for the creation of Digital Wallet Passes.
Contact Information: Email address, telephone number, postcode.	Submitted by you via online forms.
Business Information (Hirers): Business name, job title, company registration number.	Submitted by the Hirer upon account creation.
Financial & Payment Data: Bank account identifiers or Stripe Customer IDs.	Processed securely via our payment gateway (Stripe). <i>We do not store full credit card numbers on our servers.</i>
Compliance & Right to Work (RTW) Data: Passport/ID scans, Share Codes, visa expiry dates, and Yoti validation reports.	Submitted by you via forms or IDSP integration (Yoti) to fulfill our legal obligations under Home Office guidance.
Technical information: IP address, browser type, operating system.	Automated analytics tools (e.g., Google Analytics).
Data from third parties: Identity verification status.	Our certified IDSP partner (Yoti)

7. How Do You Use My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Registering you and managing your Account.	Identity and Contact Information.	Performance of a Contract.
Providing our matching services (including Right to Work checks and generating Digital Passes).	Identity, Contact, and Compliance (RTW) Data.	Performance of a Contract & Legal Obligation.
Managing payments and invoicing.	Payment and Financial Information.	Performance of a Contract.interest(s) is or are.
Administering Our Site and	Technical and Profile	Legitimate Interests

business operations (including troubleshooting and security).	Information.	(Ensuring platform security, stability, and fraud prevention).
Communicating with you regarding shifts, platform updates, and support.	Contact Information.	Performance of a Contract & Legitimate Interests (Providing essential customer service).
Supplying you with marketing information that you have opted-in to.	Contact Information.	Consent.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and text message with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out by clicking the unsubscribe link in our emails. We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes.

Third Parties (including Google Analytics, Tally, and Stripe) whose content appears on Our Site may use third-party Cookies, as detailed below in Part 14. Please refer to Part 14 for more information on controlling cookies. Please note that we do not control the activities of such third parties, nor the data that they collect and use themselves, and we advise you to check the privacy policies of any such third parties.

We use the following automated systems for carrying out certain kinds of decision-making and profiling. If at any point you wish to query any action that we take on the basis of this or wish to request 'human intervention' (i.e. have someone review the action themselves, rather than relying only on the automated method), the Data Protection Legislation gives you the right to do so. Please contact us to find out more using the details in Part 15.

The following automated decision-making method(s) may be used:

- **Account Suspension:** We use automated logic to enforce our platform rules. If a Candidate fails to attend a confirmed shift ("No-Show") without prior cancellation, the system will automatically suspend or permanently restrict access to the platform.
 - *Lawful Basis:* Performance of a Contract.
 - *Data Used:* Attendance and shift logs.

The following automated profiling may take place:

- **Trust Score & Matching Priority:** We use an algorithmic "Trust Score" to determine worker reliability and match suitability.
 - *Lawful Basis:* Performance of a Contract and Legitimate Interests.
 - *Data Used:* Shift history, punctuality, and Hirer feedback.
 - *Effect:* Candidates with higher scores may receive priority notifications for available shifts.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 15.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Profile & Contact Information	For the duration of your active account status on DashCrew™.
Compliance & Right to Work (RTW) Data	For the duration of your active account status to enable instant matching, plus 2 years after the termination of your final shift, as legally required by UK Home Office regulations.
Financial & Shift Transaction Records	Up to 6 years from the end of the financial year in which the transaction occurred, to comply with HMRC and UK tax laws.

9. How and Where Do You Store or Transfer My Personal Data?

We may store some or all of your personal data in countries outside of the UK. These are known as “third countries”. We will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation as follows:

We will use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the [Information Commissioner’s Office](#).

Please contact us using the details below in Part 15 for further information about the particular data protection safeguards used by us when transferring your personal data to a third country.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are legally required to do so;
- Implementing strict role-based access controls, mandatory 2FA for all administrative accounts, and utilizing AES-256 encryption at rest provided by our cloud infrastructure partners.

10. Do You Share My Personal Data?

We may sometimes contract with the following third parties to supply certain products **AND/OR** services.

Recipient	Activity Carried Out	Sector	Location
Airtable (Data Processor)	Core database hosting, shift logic, and secure data storage.	Cloud Infrastructure	USA (Standard Contractual Clauses apply)
Make.com (Data Processor)	Automation routing and API data transfer.	Cloud Automation	EU / Global
Stripe (Data Controller)	Payment processing, pre-authorizations, and payouts.	Financial Technology	UK / USA
Yoti (Data Processor/Controller)	Certified Identity Service Provider (IDSP) for Right to Work checks.	Identity Verification	UK
Xero (Data	Accounting software	Accounting Tech	Global

Processor)	for processing Hirer's shift data and generating payroll CSVs.		
PassKit (Data Processor)	Generating digital Wallet Passes (Apple/Google Wallet) using Profile Photos.	Mobile Technology	Global
Tally.so (Data Processor)	Hosting user application and shift acceptance forms.	Web Forms	EU (Belgium)

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 9.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

11. How Can I Control My Personal Data?

11.1 In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via Our Site, you may be given options to restrict our use of your personal data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails, at the point of providing your details, and by managing your Account).

11.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

12. Can I Withhold Information?

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. For more information, see Part 14.

13. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

14. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve our services. By using Our Site you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us. Third-party Cookies are used on Our Site for functional integrations, payment processing, and analytics. In addition, Our Site uses analytics services provided by Google Analytics, which also use Cookies. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how people use Our Site.

15. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Cheuk Man Ella Chan, Director):

Email address: hello@dashcrew.uk.

Telephone number: +44 07529983339.

Postal Address: 5 Brayford Square, London, E1 0SG.

16. Changes to this Privacy Policy

We may review and update this Privacy Policy from time to time to ensure continued compliance with the law and best practice. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 15th March 2026.

