

VeteranX Privacy Notice & Terms

Effective Date: 15th July 2025

Operated by: Veterans Edge Limited (16249279) & ForcesHorizon Ltd (13638568) Registered in England & Wales.

Location: United Kingdom

Contact Email: support@veteranx.io

Certifications: Cyber Essentials

VeteranX is a secure platform built to connect veteran candidates with career opportunities, learning pathways, and support services in the UK. Your privacy is important to us, and this Privacy Notice explains how we collect, use, and safeguard your personal data.

1. Who This Notice Applies To

This policy applies to all users of the VeteranX platform, including:

- **Veteran Candidates** registering for support and opportunity-matching
- **Recruiters/Employers** using the platform to find qualified candidates
- **Service Providers** and **Educational Partners** interacting with users via the platform

By using VeteranX, you acknowledge that your data may be visible to recruiters as part of the platform's core function.

2. Information We Collect

We collect data in the following ways:

2.1 Information You Provide

- Personal details (name, contact information, work history, service background)
- Uploaded CVs and documents
- Preferences related to services, courses, or career goals

2.2 Automatically Collected Data

- IP address, browser type, device data
- Usage logs and access timestamps
- Google Analytics tracking data

2.3 Through Agentic AI Features

Our platform uses integrated AI to:

- Parse your CV to build a personal profile
- Generate tailored onboarding questions
- Recommend relevant service providers and educational programs

To enable this, your profile data is accessed directly by our AI system. We take steps to ensure responsible, ethical use and limit exposure to only what's necessary for delivering the service.

3. How and Why We Use Your Information

We use your personal data to operate and improve the VeteranX platform, including:

- Creating and maintaining user profiles
- Enabling recruiter access to candidate information
- Matching users to job opportunities, training, or services
- Personalising onboarding via Agentic AI
- Monitoring usage for quality assurance and platform security
- Meeting legal and regulatory requirements

Our lawful bases under the UK GDPR and global equivalents include:

- **Performance of a contract** (e.g., providing platform access)
- **Legitimate interests** (e.g., connecting candidates with recruiters)
- **Compliance with legal obligations** (e.g., record-keeping)
- **Consent** (where applicable, e.g., optional features or communications)

4. Recruiter Visibility & Transparency

Candidate information is accessible to approved recruiter clients as part of the platform's primary purpose. This includes names, CVs, career history, and military service details.

We do not require individual consent before granting recruiter access. This is clearly stated during account creation. If you do not wish your profile to be visible to recruiters, please refrain from registering.

5. Sharing Your Data

We do **not sell** your personal data. However, we may share it under strict conditions with:

- **Recruiters/Employers** using the platform, as described above
- Our outsourced **Development team**, under a Data Processing Agreement with security controls
- **Technology partners**, such as AWS (hosting) and OpenAI (for Agentic AI capabilities)
- **Analytics and infrastructure providers**, such as Google Analytics

All transfers and access are governed by applicable legal safeguards, including Standard Contractual Clauses (SCCs) for international transfers.

6. Security and Data Storage

We apply industry-standard security controls and maintain **Cyber Essentials** certification. Our measures include:

- Encrypted data in transit and at rest
- Role-based access control
- Continuous monitoring of system activity
- Access logging and regular vulnerability testing

Your data is hosted on secure infrastructure within the **European Union**, managed via Amazon Web Services (AWS).

7. Data Retention and Deletion

We retain your personal data for as long as your account remains active. After your account becomes inactive, your data is retained as follows:

- **General user data and activity logs**: stored for 12 months
- **Financial data**: stored for 6 years, in compliance with accounting and legal obligations

You can request deletion of your data at any time by contacting us at **support@veteranx.io**. We may retain certain information for security, legal, or dispute resolution purposes.

8. Cookies and Tracking Tools

We use cookies to improve your experience, support secure authentication, and gather usage analytics. This includes:

- **Essential cookies** for platform functionality
- **Analytics cookies** provided by Google Analytics
- **Consent-based cookies** activated via a cookie banner upon first visit

You can manage cookie preferences through your browser settings or our cookie banner interface.

9. Your Rights as a User

Depending on your location (e.g. UK, EU), you may have the right to:

- **Access** the personal data we hold about you
- **Request** correction of inaccurate or incomplete data
- **Delete** ("right to be forgotten")
- **Restrict** processing of your data
- **Receive** a copy of your data in a portable format
- **Withdraw** consent (where applicable)

To exercise any of these rights, please email support@veteranx.io. We may ask you to verify your identity before fulfilling your request.

10. Use of Agentic AI and OpenAI

Our platform includes intelligent features powered by **Agentic AI**, which uses OpenAI's large language models (e.g., ChatGPT) to enhance user experience.

The AI system:

- Parses uploaded CVs
- Builds candidate profiles
- Generates personalised onboarding questions
- Recommends courses and services based on profile insights

The AI has **direct access to user profile data** to enable these services. We implement controls to limit the data used to what is necessary and continually review our AI integrations for responsible usage.

Please refer to [OpenAI's privacy policy](#) for further information on how data may be handled on their end.

11. Updates to This Notice

We may update this privacy policy to reflect changes in law, technology, or our practices. When we do, we will:

- Update the “Effective Date” at the top
- Notify users through the platform or via email (where required)

Continued use of VeteranX after changes indicates your acceptance of the revised policy.

12. How to Contact Us

For any privacy-related concerns, questions, or data requests, please contact us at:

Email: support@veteranx.io

If you're located in the UK or EU and believe your rights have not been upheld, you have the right to file a complaint with your national data protection authority.