Polymetrix Privacy Notice

Last updated: October 2026

Who we are

Polymetrix Limited ("Polymetrix", "we", "us") provides remuneration surveys and benchmarking to employers in Jersey, Guernsey and the Isle of Man. We are registered with the Jersey Office of the Information Commissioner under registration number 56030.

This notice explains how we handle personal information about client contacts, website visitors, portal users, and people whose remuneration is included in our surveys.

For enquiries, contact our Data Protection Manager at DPM@polymetrix.co or Polymetrix Limited, One Liberty Place, Liberty Wharf, La Route de la Liberation, St. Helier, Jersey, JE2 3NY.

Survey and benchmarking information

Participating employers provide remuneration and benefits information about employees and directors without names or contact details. This information is pseudonymised.

Employers are responsible for providing the information lawfully and informing their staff. We process this information on behalf of participating employers to produce our survey reports, aggregated benchmarks and any bespoke reports they request.

We use survey information to prepare benchmarking reports, historical comparisons and related insights. We disclose market results in aggregated form designed to prevent the identification of individuals or participating employers. Clients are not given access to another client's underlying submitted remuneration data.

Information we collect

- Client and business contact details: name, email address, telephone number, organisation and role.
- Portal account details: email address, display name, organisation, access permissions and sign-in records.
- Portal activity: usage and security logs, feedback, and interactions with Pip, our AI assistant. Pip is intended for aggregate benchmarking information; users must not enter personal or confidential employee information into it.
- Website and technical information: device and browser details, IP address, performance and error logs, and cookies.

How and why we use information

We use personal information to administer accounts, provide our portal and benchmarking services, respond to enquiries, protect our systems, investigate problems and meet legal duties. Depending on the activity, we rely on our legitimate interests in operating and securing the service, legal obligations, or consent where required (such as for non-essential cookies). Where a contract is directly with an individual, performance of that contract may also apply.

We do not use personal information to make solely automated decisions that have legal or similarly significant effects on individuals.

Cloud hosting and security

Polymetrix Insights uses Microsoft Azure cloud infrastructure in the UK. We use appropriate technical and organisational safeguards to protect information against loss, misuse and unauthorised access. These include restricted user access and other security controls appropriate to the service. Users are only permitted to access the information relevant to their organisation and assigned role.

We use service providers where necessary to host, support, maintain and secure our systems. They are subject to appropriate confidentiality and data protection arrangements.

Sharing and international transfers

We may share information with providers of cloud hosting, authentication, email, AI functionality, system monitoring, website and IT support, and professional advisers where necessary for our services. We may also share information where legally required. We do not sell personal information.

Some service providers may store or access information in the UK, the European Economic Area or other countries, including the United States. Where an international transfer requires safeguards under applicable Jersey data protection law, we put those safeguards in place. Details are available from our Data Protection Manager on request.

Retention and deletion

We keep personal information only for as long as needed for the purposes described in this notice, taking account of legal, security, audit and legitimate business requirements. Account details are normally retained while access is active and for an appropriate period afterwards; contact details are kept while we have a business relationship; and audit records are kept for six years.

Survey submissions and historical benchmarking information are handled under our survey Terms & Conditions and applicable retention practices. We consider requests to correct, return or delete information in accordance with those terms and applicable law. Information in backups is removed in line with our normal backup cycle.

Cookies

Essential cookies help the website and portal operate securely. Where we use non-essential cookies, we request consent where required and provide a way to manage preferences.

Your rights

Depending on the circumstances, you may have rights to access, correct, delete or restrict use of your personal data, object to processing, and receive a portable copy. You can withdraw consent

where processing is based on consent. Please contact our Data Protection Manager; we may need to verify your identity. We will respond within the period required by applicable law.

If your question relates to information supplied by your employer, you may also contact your employer directly.

Complaints and changes

You may contact our Data Protection Manager with any concern. You can also complain to the Jersey Office of the Information Commissioner at enquiries@jerseyoic.org or jerseyoic.org.

We may update this notice as our services develop. The current version will be available on our website, and we will notify users of material changes where appropriate.