

Dobson & Surrey Ltd

Electrical Contractors

DATA PROTECTION POLICY CUSTOMERS



Dobson and Surrey Ltd takes the security and privacy of your data seriously. We need to gather and use information or 'data' about you as part of our business and to manage our relationship with you. We intend to comply with our legal obligations under the **Data Protection Act 2018** (the '2018 Act') and the **EU General Data Protection Regulation** ('GDPR') in respect of data privacy and security. We have a duty to notify you of the information contained in this policy.

This policy applies to our customers and clients. If you fall into one of these categories then you are a 'data subject' for the purposes of this policy.

The Company has measures in place to protect the security of your data in accordance with our Data Security Policy. A copy of this can be obtained from the Directors of the company.

- 1.1 Dobson and Surrey Ltd will hold data in accordance with our Data Retention Policy. A copy of this can be obtained from the Directors of the company. We will only hold data for as long as necessary for the purposes for which we collected it.
- 1.2 Dobson and Surrey Ltd is a '**data controller**' for the purposes of your personal data. This means that we determine the purpose and means of the processing of your personal data.
- 1.3 This policy explains how the Company will hold and process your information. It explains your rights as a data subject. It also explains your obligations when obtaining, handling, processing or storing personal data in the course of working for, or on behalf of, the Company.
- 1.4 This policy does not form part of your contract for services and can be amended by the Company at any time. It is intended that this policy is fully compliant with the 2018 Act and the GDPR. If any conflict arises between those laws and this policy, the Company intends to comply with the 2018 Act and the GDPR.

2 Data Protection Principles

- 2.1 Personal data must be processed in accordance with six '**Data Protection Principles**.' It must:
 - be processed fairly, lawfully and transparently;
 - be collected and processed only for specified, explicit and legitimate purposes;

- be adequate, relevant and limited to what is necessary for the purposes for which it is processed;
- be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay;
- not be kept for longer than is necessary for the purposes for which it is processed; and
- be processed securely.

We are accountable for these principles and must be able to show that we are compliant.

3 How we define personal data

- 3.1 **‘Personal data’** means information which relates to a living person who can be **identified** from that data (a **‘data subject’**) on its own, or when taken together with other information which is likely to come into our possession. It includes any expression of opinion about the person and an indication of the intentions of us or others, in respect of that person. It does not include anonymised data.
- 3.2 This policy applies to all personal data whether it is stored electronically, on paper or on other materials.
- 3.3 This personal data might be provided to us by you or it could be created by us. It could be provided or created during the course of the contract of services or after its completion.
- 3.4 We will collect and use the following types of personal data about you:
- your name, address, telephone number and e-mail address;

4 How we define processing

- 4.1 **‘Processing’** means any operation which is performed on personal data such as:
- collection, recording, organisation, structuring or storage;
 - adaption or alteration;
 - retrieval, consultation or use;

- disclosure by transmission, dissemination or otherwise making available;
- alignment or combination; and
- restriction, destruction or erasure.

This includes processing personal data which forms part of a filing system and any automated processing.

5 How will we process your personal data?

5.1 Dobson and Surrey Ltd will process your personal data (including special categories of personal data) in accordance with our obligations under the 2018 Act.

5.2 We will use your personal data for:

- performing the contract of services between us;
- complying with any legal obligation; or
- if it is necessary for our legitimate interests (or for the legitimate interests of someone else). However, we can only do this if your interests and rights do not override ours (or theirs). You have the right to challenge our legitimate interests and request that we stop this processing. See details of your rights in section 12 below.

We can process your personal data for these purposes without your knowledge or consent. We will not use your personal data for an unrelated purpose without telling you about it and the legal basis that we intend to rely on for processing it.

If you choose not to provide us with certain personal data you should be aware that we may not be able to carry out certain parts of the contract between us.

6 Examples of when we might process your personal data

6.1 We have to process your personal data in various situations our contract of services.

6.2 For example;

- to create and store Customer Records;
- to create and store Job Sheets or Contract documentation;
- to create Invoices for Services provided;
- to provide information to our Employees to assist them in the provision of Services under our contract;
- to monitor and protect the security (including network security) of the Company, of you, our other staff, customers and others;
- to monitor and protect the health and safety of you, our Employees and third parties*;
- monitoring compliance by ourselves and others with our policies and our contractual obligations;
- to comply with employment law, health and safety law, tax law and other laws which affect us;
- to answer questions from insurers in respect of any insurance policies which relate to you*;
- running our business and planning for the future;
- the prevention and detection of fraud or other criminal offences;
- to defend the Company in respect of any investigation or litigation and to comply with any court or tribunal orders for disclosure; and
- for any other reason which we may notify you of from time to time.

6.3 We will only process special categories of your personal data (see above) in certain situations in accordance with the law. For example, we can do so if we have your explicit consent. If we asked for your consent to process a special category of personal data then we would explain the reasons for our request. You do not need to consent and can withdraw consent later if you choose by contacting a Director of the company.

6.4 We do not need your consent to process special categories of your personal data when we are processing it for the following purposes, which we may do:

- where it is necessary for carrying out rights and obligations under the various laws governing our Company's Operations;
 - where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent;
 - where you have made the data public;
 - where processing is necessary for the establishment, exercise or defence of legal claims; and
- 6.5 We do not take automated decisions about you using your personal data or use profiling in relation to you.

7 Sharing your personal data

- 7.1 Sometimes we might share your personal data with our contractors and agents to carry out our obligations under our contract with you or for our legitimate interests.
- 7.2 We require those companies to keep your personal data confidential and secure and to protect it in accordance with the law and our policies. They are only permitted to process your data for the lawful purpose for which it has been shared and in accordance with our instructions.
- 7.3 We do not send your personal data outside the European Economic Area. If this changes you will be notified of this and the protections which are in place to protect the security of your data will be explained.

8 How to deal with data breaches

- 8.1 We have robust measures in place to minimise and prevent data breaches from taking place. Should a breach of personal data occur (whether in respect of you or someone else) then we will take notes and keep evidence of that breach. If the breach is likely to result in a risk to the rights and freedoms of individuals then we will also notify the Information Commissioner's Office within 72 hours.

9 Subject access requests

- 9.1 Data subjects can make a '**subject access request**' ('SAR') to find out the information we hold about them. This request must be made in writing. If we receive such a request, it will be forwarded immediately to the Data Protection Manager who will coordinate a response.
- 9.2 We must respond within one month unless the request is complex or numerous in which case the period in which we must respond can be extended by a further two months.
- 9.3 There is no fee for making a SAR. However, if your request is manifestly unfounded or excessive we may charge a reasonable administrative fee or refuse to respond to your request.

10 Your data subject rights

- 10.1 You have the right to information about what personal data we process, how and on what basis as set out in this policy.
- 10.2 You have the right to access your own personal data by way of a subject access request (see above).
- 10.3 You can correct any inaccuracies in your personal data. To do so you should contact a Director of the company.
- 10.4 You have the right to request that we erase your personal data where we were not entitled under the law to process it or it is no longer necessary to process it for the purpose it was collected. To do so you should contact a Director of the company.
- 10.5 While you are requesting that your personal data is corrected or erased or are contesting the lawfulness of our processing, you can apply for its use to be restricted while the application is made. To do so you should contact a Director of the Company.
- 10.6 You have the right to object to data processing where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop.

- 10.7 You have the right to object if we process your personal data for the purposes of direct marketing.
- 10.8 You have the right to receive a copy of your personal data and to transfer your personal data to another data controller. We will not charge for this and will in most cases aim to do this within one month.
- 10.9 With some exceptions, you have the right not to be subjected to automated decision-making.
- 10.10 You have the right to be notified of a data security breach concerning your personal data.
- 10.11 In most situations we will not rely on your consent as a lawful ground to process your data. If we do however request your consent to the processing of your personal data for a specific purpose, you have the right not to consent or to withdraw your consent later. To withdraw your consent, you should contact the Data Protection Manager for the Company.
- 10.12 You have the right to complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office directly. Full contact details including a helpline number can be found on the Information Commissioner's Office website (www.ico.org.uk). This website has further information on your rights and our obligations.