

Data Protection Policy

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Contents

Introduction	3
Data protection law	3
Who does this policy apply to?	3
Key terms	4
What is data?	4
What is processing?	4
The purpose of our data protection policy	4
Our aim	4
Data protection risks	5
Responsibilities	5
Staff guidelines	6
Collecting data	6
Why we collect data	6
How we store data	7
Data accuracy	7
Record retention policy	7
Data archiving	8
Destruction of data	8
Your rights	8
Subject access requests	9
Opt-out	9
Our data promise	9
How to get in touch	9

Introduction

Cardiff PAT Test needs to gather and use certain information about individuals. These can include business partners, customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards, and to comply with the law.

Data protection law

The Data Protection Act 1998 describes how organisations — including Cardiff PAT Test — must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than necessary
- Processed in accordance with the rights of data subjects
- Be protected in appropriate ways
- Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection.

Who does this policy apply to?

Our data protection policy applies to the following:

- The Partners of Cardiff PAT Test
- All employees of Cardiff PAT Test
- All customers of Cardiff PAT Test
- All contractors, suppliers and other people working on behalf of Cardiff PAT Test
- Other stakeholders.

Key terms

Data Subjects: individuals to whom data relates i.e. employees, customers, consumers.

Data Controllers: organisations that collect Personal Data must be able to demonstrate compliance with the principles i.e. employers, businesses, companies.

Data Processor: a person or body which processes Personal Data on behalf of a Data Controller i.e. outsourced payroll, HMRC.

What is data?

Data is categorised as either Personal Data or Sensitive Personal Data.

Personal Data: Meaning information that relates to an identifiable person, for example - personal contact details, bank account details and CCTV footage.

Sensitive Personal Data: includes genetic and biometric data as well as data regarding racial or ethnic origin, political opinions, religious or beliefs, trade union membership, health, sex life and sexual orientation, it also includes criminal convictions.

What is processing?

Examples are collecting, copying, sharing, disclosing and using but it also includes acts such as storing, archiving, deleting, shredding and destroying.

The purpose of our data protection policy

Our data protection policy ensures Cardiff PAT Test:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

Our aim

Cardiff PAT Test aims to ensure that individuals are aware that their data is being processed, and clearly understand:

- What type of data is being collected, why and how the data is being used and stored
- How to exercise their rights

Data protection risks

This policy helps to protect Cardiff PAT Test from some very real data security risks, including: Breaches of confidentiality. For instance, information being given out inappropriately.

Responsibilities

Cardiff PAT Test takes responsible approaches in collecting, storing and handling data that it receives from its employees, customers and other stakeholders in order to carry out administration appropriately.

Each person that handles personal data ensures that it is handled and processed in line with this policy and data protection principles. However, the following individuals have key areas of responsibility:

The Partners are ultimately responsible for ensuring that Cardiff PAT Test meets its legal obligations.

The data protection officer, Stacey, is responsible for:

- Keeping Business Partners updated about data protection responsibilities, risks and issues.
- Reviewing all data protection procedures and related policies, in line with an agreed schedule.
- Arranging data protection training and advice for the people covered by this policy.
- Handling data protection questions from staff and anyone else covered by this policy.
- Dealing with requests from individuals to see the data Cardiff PAT Test holds about them (also called 'subject access requests').
- Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
- Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

The data protection officer, Gerald, is responsible for:

- Performing regular checks and scans to ensure security hardware and software is functioning properly.
- Evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.

Staff guidelines

- The only people able to access data covered by this policy are those who need it for their work.
- Strong passwords are used and are never shared.
- Data is regularly reviewed and updated if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Data is not be shared informally. When access to confidential information is required, employees can request it from their line managers.
- Cardiff PAT Test will provide training to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure, by taking sensible precautions and following the guidelines below.
- Personal data should not be disclosed to unauthorised people, either within the company or externally.
- Employees should request help from their line manager or the data protection officer if they are unsure about any aspect of data protection.
- When working with personal data, employees ensure the screens of their computers are always locked when left unattended.
- Personal data should never be transferred outside of the Business.
- Employees should not save copies of personal data to their own computers. Always access and update the central copy of any data.

Collecting data

In order to administer your enquiries and arrange bookings, we will collect your contact information and disclose appropriate details to the Engineers employed by Cardiff PAT Test to enable them to visit your site. When your Personal Data is transferred to employees it will be done so in a secure electronic manner. Cardiff PAT Test will not share your Personal Data outside the business.

The data that Cardiff PAT Test collects and holds relating to individuals includes:

- Names of individuals
- Postal address
- Email address
- Telephone numbers

Why we collect data

A lot of our business is generated via direct communication individuals to make an enquiry via our website or by telephone. If an enquiry hasn't been converted to a booking we will store your data to enable us to independently promote our service and offers or discount emails.

Alternatively if the individual who made the enquiry has advised that they are no longer interested in hearing from us we will archive your information.

How we store data

When data is stored on paper:

- It is stored in a secure locked cabinet where unauthorised people cannot access it.
- Printouts are not left where unauthorised people could see them, like on a printer.
- Data printouts are shredded and disposed of securely when no longer required.

When data is stored electronically:

- Data is protected by strong passwords to prevent unauthorised access, accidental deletion and malicious hacking attempts
- Passwords are changed regularly and never shared between employees
- Data is stored on designated drives and servers, and are only uploaded to an approved cloud computing services.
- Our servers containing data are sited in a secure location, away from general office space.
- Data is backed up frequently.
- Data is never saved directly to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data are protected by approved security software and a firewall.

Questions about storing data safely can be directed to the data controller. See section at end of document for contact details.

Data accuracy

- The law requires Cardiff PAT Test to take reasonable steps to ensure data is kept accurate and up to date.
- Data will be held in as few places as necessary.
- All employees take every opportunity to ensure data is updated. For instance, by confirming a customer's details when they call.
- Data will be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number, it will be removed from the database.

Record retention policy

We will keep all records for a minimum of five years. The law may oblige us to retain certain records for a longer period. In this case, we'll abide by the law. The following records must be preserved indefinitely:

- Internal policies
- Employment contracts
- Partnership contracts
- Results of audits and legal investigations

Data archiving

What is data archiving?

Data archiving is the process of moving data that is no longer actively used to a separate storage device for long-term retention. Archive data consists of older data that is still important to the business and may be needed for future reference, as well as data that must be retained for regulatory compliance.

How we archive:

- Paper records shall be archived in secured storage onsite and clearly labelled in archive boxes and kept for five years.
- Electronic records are archived in a format which is appropriate to secure the confidentiality and accessibility of the documents and kept for five years.
- After the archival period has expired, documents shall be destroyed.

Destruction of data

How we destroy data:

- Paper documents shall be shredded for disposal.

Your rights

Under the General Data Protection Regulation (GDPR), you have the following rights in respect of your Personal Data that Cardiff PAT Test processes:

- The Right to be Informed about the collection and use of your Personal Data.
- The Right to Access your Personal Data and supplementary information, including how it is being used.
- The Right to Rectification of inaccurate or incomplete Personal Data.
- The Right to Erasure of your Personal Data in certain circumstances.
- The Right to Restrict Processing of your Personal Data in certain circumstances.
- The Right to Data Portability in certain circumstances.
- The Right to Object to ECA using your data for specific purposes.
- The Right to Information on how your Personal Data is used for profiling purposes.

The Right to bring a complaint about Cardiff PAT Test's processing or handling of your Personal Data to the Information Commissioner's Office (ICO). You can do this through the ICO website at <https://ico.org.uk/concerns/>

Subject access requests

All individuals who are the subject of personal data held by Cardiff PAT Test are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it.

An individual requesting this information is called a subject access request and requests should be made by email, addressed to the data controller at:

info@cardiffpat-test.co.uk

The data controller will aim to provide the relevant data within 30 days. The data controller will always verify the identity of anyone making a subject access request before handing over any information.

Opt-out

Individuals are able to opt-out of receiving any type of communication by getting in touch with the Data Protection Officer at Cardiff PAT Test. Contact details are provided in the 'How to get in touch' section at the end of this document.

Our data promise

- Your details will be kept safe and secure at all times when it is within our servers. As with all data communications through the internet, where your Personal Data has been sent electronically internally.
- Cardiff PAT Test will never sell your data.
- Cardiff PAT Test cannot provide complete guarantees that it will remain secure, although we will take all appropriate steps to minimise risk.

How to get in touch

If you have any questions about this Data Protection Policy, or to make any request in accordance with your rights, you can contact the Data Protection Officer at Cardiff PAT Test via email or post.

Cardiff PAT Test will respond to all requests no later than one month after the request has been received. Cardiff PAT Test will not charge a fee for responding to any requests in respect of your Personal Data Rights.

Via Email: stacey@cardiffpat-test.co.uk

Via Post: Cardiff PAT Test, 32 Heol Cwm Ifor, Caledfryn, Caerphilly, CF83 2EU