

Everyone is talking about.....

# GDPR.....

.... what you need to know

On the 24<sup>th</sup> May 2018, the general Data Protection Regulation, known as GDPR, comes into effect which helps give people more control over how their personal data is used and how they're contacted.

Your privacy is really important to us which is why we are letting you know that we have updated our Privacy Policy.

We hope to make it easy for you to understand the changes, and clearly explain how we collect, store and handle your personal data. The data we hold helps us personalise our communication to you, provide the necessary service, support and develop products and services that we think will be relevant and interesting to you

## **Types of Data we collect -**

- We collect personal information – name address, email address, telephone number, property address and details of work required when you contact us via our online enquiry form or when you call the office regarding a contract.
- We collect information when you submit an application form to ourselves, via the recruitment process such as that entered into a CV or included in our Employee application form, references from former employers, details on your education and employment history etc. This information is in connection with a job application and therefore will be retained for up to 12 months in case we decide to contact you at a later date
- We may contact you in relation to your actual application or new opportunities should they arise and you have relevant skills
- If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment such as payroll. After your employment has ended, we will keep your file for seven years before destroyed or deleting it.

## **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, in particular for the following reasons;

- The information we retain enables us to carry out our business and provide a service to you
- The information we store enables us to meet our legislation requirements

## **Cookies**

We use cookies and similar tracking technologies to track the activity on our service and hold certain information.

Cookies are files with small amounts of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

## **Third Parties**

When someone visits [www.narfordscaffolding.co.uk](http://www.narfordscaffolding.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Our website may from time to time contain links. If you follow a link to any of these websites, we cannot accept any responsibility or liability and you will have to agree to such companies' privacy policy, please ensure you agree to such policies before submitting your personal data.

Where we pass your personal information to our selected third party suppliers, we will only provide the information that is necessary to deliver the goods service or perform the obligations in a contract.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure; the data we collect will be stored on a paper and / or digital format at our secure site and only access by persons authorised to do so. We will only hold the minimum amount of data required and when the data is no longer require it will be deleted / destroyed securely.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

## **Controlling your personal information**

Your details remain on file for the regulatory period, at which time records will be destroyed in a secured manner.

You may request details of personal information which we hold about you under the Data Protection Act, if you would like a copy of the information held on you, please write to;

Michelle Titmarsh  
Narford Scaffolding Ltd  
Bens Yard  
Bears Lane  
Swaffham  
Norfolk  
PE37 7QB

If you believe that any information we are holding on you is incorrect or incomplete, or you wish to be removed from our system please write to us as soon as possible. We will promptly correct any information found to be incorrect.

## **Complaints**

If you are not happy with how we control your data, please contact the Data Protection Lead, Michelle Titmarsh and she will deal with any complaints within the specified time.