

TAYLOR STANTON AND COMPANY LTD

PRIVACY POLICY - MAY 2018

About Us:

Taylor Stanton & Company Ltd

Registered Address:

61 Caroline Street, Birmingham, B3 1UF

Telephone: 0845 0132993

Website: www.taylorstantonandcompany.com

To help ensure we meet all our obligations we have appointed a Data Protection Officer. If you have any questions or concerns about how your personal information is being used you can contact the DPO via the email address below:

TheDPO@taylorstantonandcompany.com

Taylor Stanton & Company Ltd is fully compliant with all applicable privacy laws, and will also be fully compliant with the European Union's General Data Protection Regulation (GDPR) when it takes effect on 25 May 2018.

Why we collect your data:

The law says we must have a legal basis for processing personal data.

Processing of your data is necessary for the performance of a contract. This data will only be shared with appropriate Utility Suppliers in order to achieve quotations and to facilitate contracts. Once a contract has been completed our customers will then also be protected by the Privacy Policy of the appointed supplier.

We want to give all our customers the best standard of service we can and we are serious about protecting your personal information.

What kinds of personal information about you do we process:

We only process the data specified by our supplier partners in order to allow us to create a business relationship between the two parties.

Sources of data:

We only collect data from you directly and do not buy or rent personal data from any third parties.

Who we share your data with:

Your privacy is very important to us.

We never share any personal information with advertisers or marketers – including Google and Facebook.

We never sell or rent any information to third parties.

As a UK based company, all the personal information we process is protected by European data protection standards. If, however we ever have to send data overseas, we will take care that it is covered by the same high standards.

Right of access:

You can make an access request verbally or in writing to the contact details on this policy. We will respond to such requests within one month.

Right to rectification:

Should you believe the information we hold about you to be inaccurate then you may email us at TheDPO@taylorstantonandcompany.com or write to us at the address above to let us know. We will correct the information we have and then inform any suppliers to correct the information they hold too. We will respond to such requests within one month.

Right to erasure:

The right to erasure is also known as ‘the right to be forgotten’. Should you wish to make a request for erasure this can be done verbally or in writing to the contact details on this policy. We will respond to such requests within one month.

Right to restrict processing:

You can make a request for restriction verbally or in writing to the contact details on this policy. We will respond to such requests within one month.

The retention of your personal data:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Managing our information effectively:

This policy sets out a common approach to the retention of information including electronic information in IT systems and paper documents. The policy applies to all employees of Taylor Stanton & Company Ltd and also covers any agents.

This policy provides some clear guidelines to clarify what, in practice, the policy means to us working at Taylor Stanton & Company Ltd. Following the principles outlined in this guide should help to ensure that we are all playing our part in complying with the policy and more importantly protecting our clients and customers.

Document Retention Requirements:

Main Categories listed below:

Record Type - specifies whether the category of documentation is electronic or hard copy.

Minimum Retention Period - depicts the minimum period documents need to be retained.

Advised retention limit - applies the principle that data should not be kept for longer than necessary for the purpose it was collected.

Format in which document is retained - holding original documents does not prohibit additional copies being retained in an electronic form however all such copies must be disposed of in the same manner and same level as the original.

Security level - classification of documentation can be low, medium or high as determined in Table 2.

Table 1

Record Description	Record type	Minimum retention period	Advised retention limit	Form in which document is retained	Security level
Customer Data					
Business Customer Data – Pay details, bank account number etc	Electronic	2 years after end of contract	Account dormant for 7 years	Any	High
Business Customer Data – Contact details, account name, site/ mailing address	Electronic	2 years after end of contract	Account dormant for 7 years	Any	Up to Medium
Business Customer Data – Contact History (Comments)	Electronic	2 years after end of contract	Account dormant for 7 years	Any	Up to High

Business Customer Data – Other – meter details, meter readings, product information etc	Electronic	6 financial years after end of contract	Account dormant for 7 years	Any	Low
Customer email complaints/ correspondence – B2B	Electronic	2 years	7 years	Any	Up to Medium
SME Sales Contracts	Electronic	6 years from end of contract	7 years from end of contract	Any	Medium
Record Description	Record type	Minimum retention period	Advised retention limit	Form in which document is retained	Security level
Staff Records	Paper	6 Years from end of employment or Agency Agreement	7 Years	Paper	High
Quotes	Paper & Electronic	6 Years from quote	7 Years	Any	Medium

Table 2 - Security Index

Security level	Definition	Storage Guidelines	Disposal Guidelines
High (Electronic)	Includes sensitive or customer sensitive data	Secure drive or system with restricted access. Do not remove from Taylor Stanton & Company Ltd premises. Password protection to be employed where applicable	Where practical and applicable data should be deleted from background tables as well as front end interface

High (Hard Copy)	Includes sensitive or customer sensitive data	Locked storage with restricted access	Shredded prior to disposal
Medium (Electronic)	Includes personal data	Secure drive or system with restricted access. Do not remove from Taylor Stanton & Company Ltd premises. Password protection to be employed where applicable	Where practical and applicable data should be deleted from background tables as well as front end interface
Medium (Hard Copy)	Includes personal data	Locked storage with restricted access	Shredded prior to disposal Confidential waste.
Low (Electronic)	Non-personal data	Secure drive or system with restricted access. Do not remove from Taylor Stanton & Company Ltd premises. Password protection to be employed where applicable	Where practical and applicable data should be deleted from background tables as well as front end interface
Low (Hard Copy)	Non-personal data	Locked storage with restricted access	Shredded prior to disposal

Key Definitions

The General Data Protection Regulation (GDPR) is in reference to two categories - Personal Data & Sensitive Personal Data

Personal Data is data which relates to a living individual who can be identified from the data - examples include Name, Address, Bank Details, Date of Birth or Payment details.

Sensitive Personal Data is personal data consisting of information as to the race or ethnic origin of an individual, political opinions, religious beliefs of a similar nature, whether the individual is a Trade Union member, physical or mental health condition, sexual life or the commission or alleged commission of any offence or details of related proceedings.

Taylor Stanton & Company Ltd do not collect or store Sensitive Personal Data.

Roles & Responsibilities:

All employees of Taylor Stanton & Company Ltd need to play a role in the appropriate retention, storage and disposal of data.

All employees of Taylor Stanton & Company Ltd must comply with this document and handle and manage data in accordance with the GDPR and its key principles. They must treat personal data with appropriate care and discretion and uphold a duty of confidentiality where applicable.

The GDPR introduces a duty on all organisations to report certain types of personal data breach to the relevant supervisory authority. We will do this within 72 hours of becoming aware of the breach, where feasible.

Changes to this Privacy Notice:

We regularly review and may where necessary update this privacy notice from time to time to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website

If we plan to use personal data for a new purpose, we will update our privacy policy and communicate the changes to our customers before starting any new processes.