

DATA PROTECTION POLICY

1. Introduction

Quality Touch Ldn processes personal data in relation to its own staff, customers and potential customers. It is vitally important that we abide by the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 set out below.

Quality Touch holds data on individuals for the following general purposes:

- Advertising, marketing and public relations.
- Accounts and records.

The data will be processed compliant with the principles of fair processing in Article 5, GDPR. Quality Touch Ldn will:

- Be transparent in relation to data.
- Disclose to the relevant parties what we are collecting the data for and be specific about what our purposes for processing data are.
- Only collect what we need for the stated, legitimate purposes.
- Keep the personal data up to date and accurate – inaccurate data will be deleted or rectified.
- Not keep data in a form that allows identification of the data subject for longer than is necessary for the legitimate purposes notified to the employee.
- Keep the data secure.

Personal data means data, which relates to a living individual who can be identified from the data or from the data together with other information, which is in the possession of, or is likely to come into possession of, Quality Touch Ldn. Data will only be processed in compliance with the following legal bases:

- Legitimate interest.
- Legal obligation.
- Consent.

Data will be reviewed on a regular basis to ensure that it is accurate, relevant and up to date.

Any requests for access to a reference given by a third party must be referred to the Company Owner and should be treated with caution even if the reference was given in relation to the individual making the request. This is because the person writing the reference also has a right to have their personal details handled in accordance with data protection laws, and not disclosed without their consent.

2. Incident and Security Procedures

Quality Touch Ldn prepare for handling security incidents thorough various internal protocols. We aware of ways to ensure that these incidents do not occur. However, if for any reason a security breach occurs relating to personal data, Quality Touch Ldn will respond by;

- Containing the incident
- Identify and analyse any data that may have been breached
- Contact affected parties promptly, outline potential risks and action to be taken
- Report the breach to regulatory and industry bodies
- Address reputational issues and potential liability
- Restore operations and review security policies