

## **GDPR POLICY**

Matrix BPO Ltd

Last Updated: 18/11/2025

### **1. Introduction**

Matrix BPO Ltd (“the Company”, “we”, “us”, “our”) is committed to ensuring the security, integrity, and lawful processing of all personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Scope**

This policy applies to all employees, contractors, systems, and data-handling activities involving personal data.

### **3. Our Roles Under UK GDPR**

We may act as a Data Controller or Data Processor depending on the activity.

### **4. Data Protection Principles**

We follow all seven UK GDPR principles including lawfulness, fairness, transparency, data minimisation, accuracy, security, and accountability.

### **5. Legal Basis for Processing**

We process data under contractual necessity, legitimate interests, legal obligation, consent, or vital interests.

### **6. Categories of Personal Data**

We process names, contact details, employment information, contractor data, and client-provided data.

### **7. How We Use Personal Data**

We use data to provide services, manage communications, fulfil contracts, maintain security, and meet legal obligations.

### **8. Data Sharing and Third Parties**

We share data only with authorised parties such as staff, IT providers, accountants, legal advisers, and clients. We do not sell data.

### **9. International Data Transfers**

We use SCCs, adequacy decisions, and safeguards when transferring data outside the UK.

### **10. Data Security Measures**

We use encryption, access controls, audits, confidentiality agreements, and secure systems.

### **11. Data Retention**

Data is retained only for operational, legal, and contractual requirements.

**12. Data Subjects' Rights**

Individuals may access, correct, erase, restrict, or object to data processing. Requests: [info@matrix-bpo.co.uk](mailto:info@matrix-bpo.co.uk)

**13. Data Breach Management**

Breaches are investigated, documented, and reported to the ICO within 72 hours where required.

**14. Data Protection Officer / Responsible Person**

Matrix BPO Ltd assigns a Data Protection Lead for GDPR compliance.

**15. Training & Awareness**

All staff and contractors receive GDPR training.

**16. Review of Policy**

Reviewed annually or upon regulatory/organisational changes.

**17. Contact Information**

Matrix BPO Ltd

Email: [info@matrix-bpo.co.uk](mailto:info@matrix-bpo.co.uk)

Website: [www.matrix-bpo.co.uk](http://www.matrix-bpo.co.uk)