



Data Protection & Privacy Policy

1. Purpose

At GEODEC we are committed to protecting the personal data of our clients, employees, subcontractors, and business partners. This policy outlines how we collect, process, store, and secure personal information in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope

This policy applies to all personal data collected, stored, and processed by GEODEC including data from:

- Clients and potential customers
- Employees and subcontractors
- Suppliers and business partners

It covers data collected through our website, email communications, contracts, invoices, phone calls, and in-person interactions.



3. Data Protection Principles

We adhere to the following principles when handling personal data:

1. Lawfulness, fairness, and transparency – We process data lawfully and transparently.
2. Purpose limitation – We collect data for specific, legitimate business purposes.
3. Data minimisation – We only collect data necessary for our operations.
4. Accuracy – We keep data accurate and up to date.
5. Storage limitation – We do not retain data longer than necessary.
6. Integrity and confidentiality – We protect data from unauthorised access and breaches.
7. Accountability – We comply with data protection laws and demonstrate compliance.

4. Personal Data We Collect

4.1 Client Data

We collect the following personal data from clients:

- Name, address, and contact details (phone number, email)
- Payment and invoicing details
- Project details and property information
- Communication records (emails, phone calls, and written correspondence)



4.2 Employee & Subcontractor Data

For employees and subcontractors, we collect:

- Name, contact details, and emergency contacts
- Bank details for payroll
- Tax, National Insurance, and right-to-work documentation
- Health and safety certifications (if applicable)
- Employment history and references

4.3 Supplier & Business Partner Data

We collect:

- Business name, contact person, address, and contact details
- Payment details and transaction history
- Contractual agreements



5. How We Use Personal Data

We use personal data for the following purposes:

- Providing services – Managing painting and decorating projects, scheduling work, and issuing invoices.
- Customer service – Responding to enquiries, sending quotes, and handling complaints.
- Business administration – Processing payments, managing contracts, and complying with tax regulations.
- Marketing (with consent) – Sending promotional offers and updates via email, SMS, or post.
- Legal compliance – Maintaining records for accounting, taxation, and legal purposes.

6. Legal Basis for Data Processing

We process personal data based on:

- Contractual obligations – When data is required to fulfil a service contract.
- Legitimate interests – For business operations, marketing, and improving services.
- Legal compliance – To meet tax, employment, and regulatory requirements.
- Consent – For marketing communications (customers can opt out anytime).



7. Data Sharing & Third Parties

We do not sell or share personal data with third parties for marketing purposes. However, we may share data with:

- Service providers – Subcontractors, suppliers, and delivery partners for project completion.
- Financial institutions – Banks and payment processors for financial transactions.
- Regulatory authorities – HMRC, law enforcement, or courts if legally required.

All third parties must comply with UK GDPR and handle data securely.

8. Data Storage & Security

We take appropriate security measures to protect personal data:

- Digital Security:
 - Data is stored on password-protected systems.
 - Encrypted storage for sensitive financial and contract data.
 - Access is restricted to authorized employees.
- Physical Security:
 - Hard copy documents are stored in locked filing cabinets.
 - Restricted office access for employees only.
- Data Breach Prevention:
 - Regular cybersecurity updates and staff training.
 - Immediate reporting and response in case of data breaches.



9. Data Retention Policy

We retain personal data only as long as necessary:

Data Type	Retention Period
Client contact details	5 years after project completion
Invoices & financial records	7 years (for tax compliance)
Employee payroll & tax records	6 years after employment ends
Subcontractor agreements	6 years after contract ends
Marketing consent records	Until opt-out request

Data is securely deleted when no longer required.

10. Client & Employee Rights

Individuals have the following rights under UK GDPR:

- Right to access – Request a copy of personal data held.
- Right to rectification – Correct inaccurate or incomplete data.
- Right to erasure – Request deletion of personal data (unless legally required to keep it).
- Right to restrict processing – Limit how data is used.
- Right to data portability – Receive personal data in a structured format.
- Right to object – Object to direct marketing or data processing.

Requests can be made via office@geodec.co.uk and we will respond within 30 days.



11. Data Breach Response Plan

In the event of a data breach:

1. We will identify and contain the breach.
2. If high-risk, we will notify affected individuals within 72 hours.
3. We will report significant breaches to the Information Commissioner's Office (ICO).
4. We will take corrective action to prevent future breaches.

12. Policy Review & Updates

This policy is reviewed annually or whenever significant changes in data protection laws occur. Updates will be communicated to all employees and relevant stakeholders.

13. Contact Information

For questions or data requests, contact:

George Ryan Matthews

GEODEC

Email: office@geodec.co.uk

Phone: 01634 730140

This Data Protection & Privacy Policy ensures that GEODEC complies with UK GDPR and prioritises the security of personal data in all business operations.



Signed By:

George Ryan Matthews

5th February 2025

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