



Confidentiality And GDPR Policy

Introduction

This policy explains our approach to the General Data Protection Regulation (GDPR) 2018 and applies to all personal data held by Hinds Building Services. This policy also outlines our position on the use of sensitive information. It is expected that this policy, along with any supporting policies, will provide a suitable framework which would ensure that employees understand their responsibilities in handling proprietary, confidential and sensitive information.

This relates to information held on any stakeholder and could include employees, clients or other stakeholders. Ultimately, we aim to ensure that all data is obtained, held and processed fairly; held for specific purposes and used only for those purposes as noted below in this policy; relevant, accurate and kept up to date; corrected if shown to be inaccurate; kept no longer than is necessary and destroyed when no longer required, in line with best practice; and on request, made available to the data subject.

Vision

To positively and proactively treat data in a confidential manner in line with regulation and corporate policies

Commitments

We commit to treat all personal and sensitive information as confidential; comply with the law regarding the protection and disclosure of information; not disclose information without the prior informed consent of the individual concerned, except in the circumstances detailed below under “disclosure” or where otherwise permitted by the law; and not attempt to gain access to information they are not authorised to have.

What Data do we Collect

Our company collects the following information: Contact name, address (residential or commercial and/or may include site premises where different from the above), details regarding to your nominated family member or friend where you reside overseas or will be overseas when the work is being completed, contact numbers, bank account details (which would usually be sort code and account where relevant). On rare occasions, we may hold a client’s card details but this is usually unlikely. The client would be sent a payment form.

For suppliers, we will also collect insurance documentation, appropriate licences which may include date of births or other personal data.

How do we Collect your Data

We collect your data in a variety of ways, which include when a party registers online or places an order for any of our services; completion of feedback or survey forms or any messages to our live chat, personal messages on social media; any form of contact with our business whether online by email or other methods, by phone or in person.

How will we use your Data

Hinds Building Services will never sell or trade your data to any third-party companies.

We will use your data to process your order or manage your account. We may also from time to time email you with special offers or services that we think you might like. We may use your data to follow up any feedback that you have provided.

How will we store your Data

Hinds Building Services is committing to effectively measuring and reporting on our progress in meeting our equality, diversity and inclusion targets, including progressive re-assessment of

We will keep your personal data for six years. Once this time period expires, we will delete additional data but may retain basic data for reference purposes.

Your data protection rights as a client, supplier or other stakeholder

Hinds Building Services would like to ensure that you are fully aware of all of your data protection rights. Every stakeholder is entitled to the following:

The right to access: the right to request our company to provide copies of your personal data. Depending on the nature of the request, we may charge you a small and commensurate fee for this service.

The right to rectification: the right to request that our company correct any information you believe is inaccurate. You also have the right to request our company to complete any information which we have on you which you might believe is incomplete.

The right to erasure: the right to request that we erase your personal data in line with certain conditions as permitted by law.

The right to restrict processing: the right to request that we restrict the processing of your personal data under certain conditions as permitted by law.

The right to object to processing: the right to object to our company's processing of your personal data under certain conditions permitted by law

The right to data portability: the right to request that our company transfer the data that we have collected to another organisation, or directly to you, under certain conditions permitted by law

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at contact@hindsbuilding.co.uk; call us at 01325 952954 (or any other numbers available on our website) or write to us at

Hinds Building Services

47 Iris Grove

Darlington

DL1 1AU

Exceptions

The general presumption is that we must seek your permission before we disclose your data. However, there are some circumstances in which we will not consult with you prior to disclosing your data:

1. To comply with the law (whether through legitimate police requests, Her Majesty's Revenue Commissioners)
2. Where there is a potential health and safety risk to our employees, subcontractors or any other stakeholders
3. Where there is evidence of fraud
4. For marketing purposes - where the details of the job etc are disclosed anonymously but it is impossible to trace the customer

5. Where it is specifically permitted by the terms of GDPR or associated legislation

6. Where it required specifically for the purposes of declarations of interests

Confidentiality

All employees and suppliers must ensure that in their dealings with stakeholders, competitors or any other party, including media, that they do not reveal, disclose or publish any information relating to the company. This includes the details of any bid, project or prospective project or relationship between Hinds Building Services and any of its clients. The only purpose for which this information could be used to fulfil its obligation under the contract. Any potential or actual breaches should be reported to the employee's line manager or the Managing Director immediately, even in cases where the breach was accidental.

This includes the operation of any disciplinary procedure.

Non-disclosure

All stakeholders, including employees, must comply with the following non-disclosure obligations: to keep any confidential information relating to Hinds Building Services strictly confidential; not disclose confidential information to any person without the prior written consent of Hinds Building Services and then only under conditions of confidentiality as determined and approved by Hinds Building Services; use the same degree of care to protect the confidentiality of Hinds Building Services as the recipient would use to protect its own confidential information of a similar nature, being at least a reasonable degree of care; act in good faith at all times in relation to confidential information and behave in a business-like manner and not only use any confidential information for the purpose specified.

All employees are prohibited from imparting the knowledge specifically acquired through this employment with Hinds Building Services to anybody while employed or on leaving the employ of Hinds Building Services.

Subscriptions and internet cookies

For further detail on our use of information in cases of subscription and our use of internet cookies, please visit our privacy policy at <https://hindsbuilding.co.uk/privacy-policy>.

Employee Training

All employees will receive training in relation to data protection and security. This will include a working understanding of GDPR and its operation, both generally and within the company and a clear understanding of how the company seeks to secure its data by a range of processes.

The employee will also be provided with access to confidential information which may include technical documents, future plans, sensitive data and client data. This will also include access to personal log in details where appropriate - which the employee should keep securely - this may include personal bank details for the purpose of accessing the business account. We aim to ensure that employees only have access to information which is necessary for the completion of their job. We will review this information regularly to ensure that any access which is no longer needed is removed immediately.

Legal Compliance

Hinds Building Services will ensure compliance with all legislation, regulatory instruments, standards and internal policies, including this policy. This includes any policies relating to secure, encrypted, data backup; offsite storage; original record handling; and secure disposal of personal information.

Management Team, Hinds Building Services

Last update: April 2020 (Updated Annually)