

GDPR

Awareness

1. All Office staff informed of new GDPR regulations and told that all information is to be kept locked away.

Data Inventory

1. What is held

Customer – Name, Address, Postcode, Telephone Numbers, Email. Car Registration

Invoices, Credit card slips

Staff – Name, Address, Postcode, Telephone Numbers

CCTV – Video images

2. How was it gathered

Customer - Data gathered from contracts

Data checked annually from contracts

Telephone number acquired from customers interested in being contacted for sales purposes.

Staff – Employment contracts and wages

CCTV – Images recorded on surveillance system

3. How long is data retained

Contracts retained whilst customer is on site and 7 years further to deal with any queries, complaints or legal claims.

Invoices retained for tax purposes.

Credit Card slips kept for 6 months, then destroyed

Staff records kept on file for further employment information, references, etc

CCTV kept for 3 months

4. Security

Main database of information gathered from contracts is held on a password locked computer.

Paper copy for lookup purposes held in locked filing cabinet in secure office.

Invoices kept in locked filing cabinet for accountancy purposes.

Telephone numbers for sales purposes kept in locked filing cabinet.

Credit card slips kept in a locked filing cabinet

Staff details kept in locked filing cabinet and by accountant for payroll purposes

CCTV kept on system accessed in office only

5. Sharing

We do not share any personal information with 3rd Parties for marketing purposes

We may share Name, Address and number with 3rd parties (tradesmen) for invoicing purposes when customer has asked them to do jobs for them.

Privacy

1. Privacy notice sent annually to customer
2. Privacy notice available on website

Rights

1. Right to be informed
2. Right of access
3. Right to rectification
4. Right to erasure
5. Right to object

Access Requests

1. Any requests to be passed to DPO and will be dealt with within 28 days.

Lawful Basis

1. To provide and administer services to customer
2. Carrying out our obligations arising from contracts entered into between you and us
3. To receive payments from you and make payments to you

Consent

1. Contracts include page on Licence agreement regarding personal data

Legal Grounds

1. Data collected contract purposes
2. Data collected with legitimate interest in sales

Children

1. No Childrens data held

Data Breach

1. A personal data breach refers to a breach of security that can lead to the destruction, loss, alteration and unauthorised disclosure of, or access to, personal data

2. A breach must be reported to the relevant supervisory authority within 72 hours of an organisation becoming aware of it.
3. The information that should be included in a notification of a data breach is:
The type of personal data breach, including:
 - a. The type and estimated number of individuals affected; and
 - b. The type and estimated number of personal data records concerned.
 - c. The name and contact details of a point of contact where further information can be obtained, such as that of the data protection officer (DPO);
 - d. The possible outcomes of the personal data breach; and
 - e. A list of measures taken or being taken to deal with the breach and appropriate measures taken to mitigate any adverse effects.

Data Protection Officer

1. For the purposes of GDPR Gerard Ball is the Data Protection Officer for Rawcliffe Hall Country Club & Caravan Park

Data Protection Impact Assessments

1. It is felt not necessary as processing is low risk

International

1. Not applicable