

## **24/7 Drainage Services – GDPR Statement of Compliance**

The General Data Protection Regulation ('GDPR') is effective from 25th May 2018. In preparation for GDPR, 24/7 Drainage Services acknowledges its responsibility to develop and maintain business-wide awareness of the rights of individuals to be empowered and protected in terms of data privacy.

We have consulted broadly and implemented processes, procedures and training to ensure that a legal basis for the processing of personal data underpins all business practices. We recognise that there are several circumstances in which personal data may be processed and that the GDPR clarifies the responsibilities of companies as far as the processing (collection, storage, maintenance and use) of personal data is concerned.

24/7 Drainage Services is actively working on its GDPR strategy and considers this to be an ongoing endeavour that will continue to be operational beyond the enforcement date of 25th May 2018. We will continually strive to ensure that personal data privacy is embedded as routine practice on a perpetual basis.

### **Where and how the data about you be recorded**

We will collect and store information about you when you; enquire about our services via an online form or by telephone; when you email us or when you meet with us.

There may also be emails that you have sent to us (and that we have sent to you) recorded within our email server database or text messages held on mobile phone. It is probable that we will hold a record which relates to you within our accounting software database as well which is secured by a robust password policy and backed up to a secure online Microsoft SharePoint server.

Our Email is held and maintained within a secure location in the European Union.

We do not currently use analytics on our website but this may change and our privacy policy will be updated.

### **Data that 24/7 Drainage Services will hold**

Our Accounting system is configured to provide for the recording of the following personal information:

- Full name
- Phone number(s)
- Email address(es)
- Postal address

In addition, we may have:

- Documents that you have sent us
- Emails that you may have sent to us or we have sent to you
- Notes that we have made as outcomes from interactions with you (telephone conversations and meetings)
- Details of any services or proposed services we have or may carry out
- Reports that we have supplied to you
- Records held within our accounting system will include a history of transactions (including sales orders, invoices and financial status information that relates specifically to your trading history)

with us). These may be also regarded as 'personal' if you are a sole trader or a corporate entity of some kind.

### **Data Security**

All our database systems are password protected and access is only afforded to those with a legitimate reason for so doing.

All users are required to have a user name and password to authenticate against the security model for access to our databases. Password policies determine that these must be changed with a high degree of frequency and they must also have a pre-determined level of complexity

### **What we do with your information**

We will use the information to communicate with you in relation to the services that you or your employer has contracted with us to provide and to comply with our legal obligations We may contact you by telephone, by post or by email in relation to any services we have been contracted to do.

### **Sharing of your information**

We will never share your information with a third party without your express permission unless we are required to do so by law.

### **Processing of sensitive data**

We do not directly process data which the Data Protection Act 1998 defines as 'sensitive personal data'.

### **Marketing**

We will NOT contact you directly for any marketing purposes.

### **Data retention**

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

### **Rights of access, correction, deletion, restriction**

#### **Your duty to inform us of changes**

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us at either in writing or by email to the contact details below.

#### **Your rights in connection with personal data**

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

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