

	Data Protection Policy	IMPL-6	
		Revision:	1.1
		Date:	01/08/2019
		Approved by	GK

Policy Statement

Campbell & Kennedy Maintenance Ltd collects and uses information about people with whom it communicates. This personal information must be dealt with properly and securely however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material – and there are safeguards in place to ensure this in keeping with the Data Protection Act 1998.

Campbell & Kennedy Maintenance Ltd regards the lawful and correct treatment of personal information as very important to the successful and efficient performance of its functions, and to maintain confidence between those with whom it deals. To this end **Campbell & Kennedy Maintenance Ltd** fully endorses and adheres to the Principles of Data Protection, as set out in the Data Protection Act 1998.

Purpose

The purpose of this policy is to ensure that the staff and independent sub-contractors of **Campbell & Kennedy Maintenance Ltd** are clear about the purpose and principles of Data Protection and to ensure that it has guidelines and procedures in place which are consistently followed.

Failure to adhere to the Data Protection Act 1998 is unlawful and could result in legal action being taken against **Campbell & Kennedy Maintenance Ltd** or its staff and/or independent sub-contractors.

Data is information pertaining to living individuals whose information **Campbell & Kennedy/Sky** have reason to retain for the purposes of providing agreed/contracted services and/or supplies.

Principles

The Data Protection Act 2018 regulates the processing of information relating to living and identifiable individuals (data subjects). This includes the obtaining, holding, using or disclosing of such information, and covers computerised records as well as manual filing systems and card indexes.

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Data users must comply with the data protection principles of good practice which underpin the Act. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To do this **Campbell & Kennedy Maintenance Ltd** follows the eight Data Protection Principles outlined in the Data Protection Act 2018, which are summarised below:

- I. Personal data will be processed fairly and lawfully
 - II. Data will only be collected and used for specified purposes
 - III. Data will be adequate, relevant and not excessive
 - IV. Data will be accurate and up to date
 - V. Data will not be held any longer than necessary
 - VI. Data subject's rights will be respected
 - VII. Data will be kept safe from unauthorised access, accidental loss or damage
 - VIII. Data will not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.
- The principles apply to "personal data" which is information held on computer or in manual filing systems from which they are identifiable. **Campbell & Kennedy Maintenance Ltd** employees and independent sub-contractors who process or use any personal information in the course of their duties will ensure that these principles are followed at all times.

Procedures

The following procedures have been developed in order to ensure that Campbell & Kennedy Maintenance Ltd meets its responsibilities in terms of Data Protection. For the purposes of these procedures data collected, stored and used by Campbell & Kennedy Maintenance Ltd falls into 2 broad categories:

1. Campbell & Kennedy Maintenance Ltd internal data records; Staff and independent sub-contractors and independent sub-contractors
2. Campbell & Kennedy Maintenance Ltd external data records; Customers and clients.

Campbell & Kennedy Maintenance Ltd as a body is a DATA CONTROLLER under the Act, and the company's registered Information officer is ultimately responsible for the policy's implementation. Campbell & Kennedy's registered information office is Katie Sweeney.

Internal data records:

Purposes

Campbell & Kennedy Maintenance Ltd obtains personal data (names, addresses, phone numbers, email addresses), application forms, and references and in some cases other documents from staff and independent sub-contractors, volunteers and trustees. This data is stored and processed for the

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following purposes:

- Recruitment
- Equal Opportunities monitoring
- To distribute relevant Campbell & Kennedy Maintenance Ltd material e.g. meeting papers
- Payroll

Access

The contact details of staff and independent sub-contractors will only be made available to other staff and independent sub-contractors members who has the right to view this information. Any other information supplied on application will be kept in a secure filing cabinet and is not accessed during the day to day running of the Campbell & Kennedy Maintenance Ltd.

Contact details of staff and independent sub-contractors and independent sub-contractors will not be passed on to anyone outside the organisation without their explicit consent.

A copy of staff and independent sub-contractor's emergency contact details will be kept in the Emergency File for Health and Safety purposes to be used in emergency situations e.g. fire/bomb evacuations.

Staff and independent sub-contractors and independent sub-contractors will be supplied with a copy of their personal data held by the organisation if a request is made.

All confidential post must be opened by the addressee only.

Accuracy

Campbell & Kennedy Maintenance Ltd will take reasonable steps to keep personal data up to date and accurate.

Personal data will be stored for 6 years after an employee, volunteer or trustee has worked for the organisation and brief details for longer. Unless the organisation is specifically asked by an individual to destroy their details it will normally keep them on file for future reference. The Board of Directors have responsibility for destroying personnel files.

Storage

Personal data is kept in paper-based systems and on a password-protected computer system. Every effort is made to ensure that paper-based data are stored in organised and secure Systems and securely destroyed immediately after use. Campbell & Kennedy Maintenance Ltd operates a clear desk policy at all times.

Use of Photographs/CCTV Imagery

Where practicable, Campbell & Kennedy Maintenance Ltd will seek consent from individuals before displaying images in which they appear. If this is not possible (for example, a large group photo), the

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organisation will remove any images if a complaint is received. This policy also applies to photographs published on the Campbell & Kennedy Maintenance Ltd's website or in any created documents and/or Newsletters. CCTV images may be reviewed by Senior Management/Company Directors in relation to security issues that may arise.

External data records: -

Purposes

Campbell & Kennedy Maintenance Ltd obtains personal data (such as names, addresses, and phone numbers) from customers/clients (including some **Sky** customers). This data is obtained, stored and processed solely to assist staff and independent sub-contractors in the efficient running of services. Personal details supplied are only used to send material that is potentially useful. Most of this information is stored on the organisation's database.

Campbell & Kennedy Maintenance Ltd obtains personal data and information from clients and customers in order to provide goods and services. This data is stored and processed only for the purposes outlined in the agreement and service specification relevant to the business to be undertaken by Campbell & Kennedy Maintenance Ltd.

Consent

Personal data is collected over the phone and using other methods such as e-mail. During this initial contact, the data owner is given an explanation of how this information will be used. Written consent is not requested as it is assumed that the consent has been granted when an individual freely gives their own details.

Personal data will not be passed on to anyone outside the organisation without explicit consent from the data owner unless there is a legal duty of disclosure under other legislation, in which case a Campbell & Kennedy Maintenance Ltd Director will discuss and agree disclosure with the Managing Director. Contact details held on the organisation's database may be made available to groups/individuals outside of the organisation. Individuals are made aware of when their details are being collected for the database and their verbal or written consent is requested.

Access

Only Campbell & Kennedy Maintenance Ltd staff and approved independent sub-contractors will normally have access to personal data. All staff and independent sub-contractors are made aware of the Data Protection Policy and their obligation not to disclose personal data to anyone who is not supposed to have it.

Information supplied is kept in a secure filing, paper and electronic system and is only accessed by those individuals involved in the delivery of the service.

Information will not be passed on to anyone outside the organisation without Campbell & Kennedy's

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explicit consent, excluding statutory bodies e.g. the Inland Revenue.

Individuals will be supplied with a copy of any of their personal data held by the organisation if a request is made.

All confidential post must be opened by the addressee only.

Accuracy

Campbell & Kennedy Maintenance Ltd will take reasonable steps to keep personal data up to date and accurate. Personal data will be stored for as long as required and reasonable. Where an individual ceases employment/to use our services and it is not deemed appropriate to keep their records, their records will be destroyed according with the Data Protection Act principles. However, unless we are specifically asked by an individual to destroy their details, we will normally keep them on file for future reference.

If a request is received from an individual to destroy their records, and it is reasonable to do so, we will remove their details from the database and request that all staff and independent sub-contractors holding paper or electronic details for the organisation securely destroy them. This work will be carried out by the organisation's Information Officer. This procedure applies if Campbell & Kennedy Maintenance Ltd is informed that an organisation ceases to exist.

Storage

Personal data may be kept in paper-based systems and on a password-protected computer system. Paper-based data are stored in organised and secure systems. Campbell & Kennedy Maintenance Ltd operates a clear desk policy at all times. Campbell & Kennedy aim to minimise hard copy use as much as possible and aspire to the principles of a peerless environment. In this respect, customer information should NOT be printed unless absolutely necessary.

Use of Photographs/CCTV Imagery

Where practicable, Campbell & Kennedy Maintenance Ltd will seek consent of members/ individuals before displaying/promoting photographs/images in which they appear. If this is not possible (for example, a large group photo), the Campbell & Kennedy Maintenance Ltd will remove any photograph if a complaint is received. This policy also applies to images published on the organization's website or other company publications. You are deemed to have accepted consent of CCTV imagery to be collected if on Campbell & Kennedy Maintenance Ltd.'s premises. Campbell & Kennedy Maintenance Ltd have deployed CCTV notification signs at all key points within their premises. CCTV images may be reviewed by Senior Management/Company Directors in relation to security issues that may arise.

Criminal Records Bureau

Campbell & Kennedy Maintenance Ltd will act in accordance with the CRB's (Criminal Records Bureau)

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code of practice. Copies of disclosures are kept for no longer than is required. In most cases this is no longer than 6 months in accordance with the CRB Code of Practice. There may be circumstance where it is deemed appropriate to exceed this limit e.g. in the case of disputes.

Responsibilities of staff and independent sub-contractors

During the course of their duties with Campbell & Kennedy Maintenance Ltd, staff and independent sub-contractors will be dealing with information such as names/addresses/phone numbers/e-mail addresses of customers/clients. They may be told or overhear sensitive information while working for Campbell & Kennedy Maintenance Ltd. The Data Protection Act (1988) gives specific guidance on how this information should be dealt with.

In short to comply with the law, personal information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. Staff and independent sub-contractors, paid or unpaid must abide by this policy.

To help staff and independent sub-contractors meet the terms of the Data Protection Act; a Data Protection/Confidentiality statement has been produced. Staff and independent sub-contractors asked to read and sign this statement to say that they have understood their responsibilities as part of the induction programme.

Compliance

Compliance with the Act is the responsibility of all staff and independent sub-contractors, paid or unpaid. **Campbell & Kennedy Maintenance Ltd** will regard any unlawful breach of any provision of the Act by any staff and independent sub-contractors, paid or unpaid, as a serious matter which will result in disciplinary action. Any employee who breaches this policy statement will be dealt with under the disciplinary procedure which may result in dismissal for gross misconduct. Any such breach could also lead to criminal prosecution.

Any questions or concerns about the interpretation or operation of this policy statement should, in the first instance, be referred to the relative line manager.

Retention of Data

No documents or electronic data records will be stored for longer than is necessary. All documents containing personal data will be disposed of securely in accordance with the Data Protection principles.

Requests to Stop Marketing Activity

Any customer can make such a request at any time either verbally or in writing. If such a request is made then the CRM needs to be updated accordingly and the check box filled in (populated) within the customers electronic (CRM) account. Each element (email, phone etc) will need to be populated to ensure that no marketing activity is experienced by the customer after such a request has been

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received.

Prevention of Processing Causing Damage or Distress

Individuals have the right to prevent their Personal Data being processed where such Processing causes or is likely to cause damage or distress. Such requests must be in writing and must be forwarded to the Managing Director (Gerry Kennedy).

Subject Access Request

All subject access requests should be made in writing addressed to Mr. Gerry Kennedy (Managing Director) and will incur a £10 administration fee payable in advance. Each request will be responded to within 40 days from date of request receipt.

Breaches of Data Protection

Any suspected data protection breaches must be reported to your Line Manager and the company Registered Data Controller (Katie Sweeney) at the earliest opportunity to do so. Sky (Business Development Manager) must be notified of any data breaches or data concerns raised.

Who to contact about this Policy?

Any questions regarding this Policy should be directed to the company's Registered Data Controller (Lynne Prior (l.prior@ckmaintenance.co.uk)) or the author of this document Gerald Kennedy (g.kennedy@ckmaintenance.co.uk).

This policy document will be regularly reviewed and updated as necessary. The management team endorses the policy statement and are fully committed to their implementation.

Signed  _____ Date: 01/08/2019

G. Kennedy, Managing Director

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