

PFS Helston Ltd Data Privacy Policy

Introduction

This policy refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called data subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain.

We are committed to safeguarding the privacy of our customers and suppliers and this policy sets out how we will treat your personal data.

Personal Data

PFS Helston Ltd uses the information collected from customers to provide quotations, conduct works on the customers' behalf, make telephone contact and email to discuss future and current works and create invoices. PFS Helston Ltd uses the information collected from suppliers to make enquiries via telephone and email, place orders and pay outstanding invoices. In making the initial consent to become a customer or supplier we shall maintain your records until you either opt out (which you can do at any stage) or we decide to desist in providing the same level of service.

Some personal data may be collected about you from the forms you complete, from records of correspondence and phone calls and details of your visits to our website, including but not limited to personal identifying information like Internet Protocol (IP) address.

Any information PFS Helston Ltd holds about you and your business encompasses all the personal details we hold about you and any sales transactions and third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.

We will only collect the information needed so we can provide you with the services we offer, we do not sell or broker your data.

The data we have access to is split into two key areas:

1. Customer data we collect and store

Customer name or business name, key contact, billing and site address including postcode, telephone number and email address, transaction history and relevant site information. This is usually collected during initial correspondence either verbal, new account form or written or email correspondence. We use this information within our invoicing, archives and project management systems. This information is stored digitally in our accounting software, in our emails and printed copies are kept in our office.

Our accounting software is encrypted, and password protected, and our servers are protected by IP Firewall and passwords.

We keep printed copies for no less than 7 years, and currently have copies of files dating back to 1989 when the business was first started. We will only keep details that are necessary for the running of our business.

Access to these files is limited to selected members of staff.

Customer email addresses

We currently keep all email addresses for customers within our cloud hosted address book and all email correspondence dating back to 1994. We store email addresses of all customers who opt in to have their invoices, engineers report and statements emailed. You can opt out of receiving these emails at any time by contacting us (see last section for details).

Access to these files is limited to selected members of staff.

Customer projects

We store a large selection of information on previous projects including photography, text files and videos on our server and paper archives. This data is maintained as long as client relationship is maintained or PFS Helston Ltd continues to have a working relationship with the site.

2. Supplier data we collect and store

Supplier business name, key contact, company address including postcode, telephone number and email, VAT and company registration number, bank details and purchasing history. This is usually collected during the initial correspondence with a new supplier via email or is supplied by supplier through a letter or invoice and we use this information within our invoicing and project management systems. This information is stored digitally in our accounting software, in our emails and printed copies are kept in our office. Our accounting software is encrypted, and password protected, and our service is protected by password and IP Firewall.

We keep printed copies for no less than 7 years and currently have copies of all files dating back to 1989 when the business was first started.

Access to these records is limited to selected members of staff.

Supplier email addresses

We currently keep all email addresses for suppliers within our cloud hosted address book and all email correspondence dating back to 1994. We store email address of suppliers who opt in to have all correspondence conducted via email. You can opt out of receiving these emails by contacting us (see last section for details).

Access to this data is limited to selected members of staff

Legal basis for processing any personal data

To meet PFS Helston Ltd contractual obligations to customers and suppliers and to respond to potential customers and suppliers.

Legitimate interests pursued by PFS Helston Ltd and/or its customers

To undertake and promote the services and products offered by PFS Helston Ltd to existing and future customers and suppliers.

Consent

By providing us with the required supplier or customer information you are consenting to PFS Helston Ltd processing your personal data for the purposes outlined. You have the right to withdraw consent to us processing your data at any time so long as the information is not part of a statutory or a contractual requirement or obligation by emailing info@pfs-uk.co.uk or writing to us (see last section for contact details) and PFS Helston Ltd will remove you as a customer or supplier from our databases.

You have the right to object to direct marketing from PFS Helston Ltd. This may include service reminders and reminders of repair works by emailing info@pfs-uk.co.uk or writing to us (see last section for details).

Disclosure

PFS Helston Ltd may on occasion pass your personal information to third-parties in order to meet our contractual obligations. PFS Helston Ltd requires these parties to agree to process this information based on our instructions and requirements consistent with this privacy notice and GDPR. PFS Helston Ltd do not pass on information on to third-parties without your consent to do so. However, PFS Helston Ltd may disclose your personal information to meet legal obligations, regulations or valid government request.

Retention policy

PFS Helston Ltd will process personal data for the duration of any contract and will continue to store only the personal data needed for no less than 7 years after the contact has expired to meet any legal obligations. After this period any personal data not needed will be deleted.

Your rights as a data subject

At any point whilst PFS Helston Ltd is in possession of processing your personal data, all data subjects have the following rights:

- **Right of access** – You have the right to request a copy of the information that we hold about you
- **Right of rectification** – You have the right to correct data that we hold about you that is inaccurate or incomplete
- **Right to be forgotten** – In certain circumstances you can ask for the data we hold about you to be erased from our records
- **Right to restriction of processing** – Where certain conditions apply you have a right to restrict the processing of your data

- **Right of portability** – You have the right to have the data we hold about you transferred to another organisation
- **Right to object** – You have the right to object to certain types of processing such as direct marketing

In the event PFS Helston Ltd refuses your request under rights of access we will provide you with a reason as to why, which you have the right to legally challenge.

PFS Helston Ltd at your request can confirm what information it holds about you and how it is processed.

You can request the following information:

- Contact details of the Data Protection Officer, where applicable.
- The purpose of processing as well as legal basis for processing.
- If the processing is based on the legitimate interests of PFS Helston Ltd or a third-party such as one of its customers, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your rights to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (Data Protection Regulator)
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

To access what personal data is held, identification will be required

PFS Helston Ltd will accept the following forms of ID when information on your personal data is requested: a copy of your national ID card, driving licence, passport, birth certificate or a utility bill not older than 3 months.

A minimum of one piece of photographic ID listed above and supporting document if required. If PFS Helston Ltd is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to info@pfs-uk.co.uk or by phoning 01326 565454 or writing to the address below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by PFS Helston Ltd or its partners, you have the right to complain

to PFS Helston Ltd. If you do not get a response within 30 days you can complain to the Data Protection Regulatory.

The details for each of these contacts are:

Data Protection Regulator

Information Commissioners Office

Wycliffe House,

Water Lane,

Wilmslow,

SK9 5AF

Tel: 00301231113

Trading address

PFS Helston Ltd, Water-Ma-Trout, Helston, TR13 0LW

Email: info@pfs-uk.co.uk

Tel: 01326 565454

Registered address

PFS Helston Ltd, Lakeside Offices, The Old Cattle Market, Coronation Park, Helston, TR13 0SR

Company Number 04985845

VAT Number 557379594