



Enhanced Design Services

Web & Graphic Design | Internet Promotion | eCommerce | Hosting

Enhanced Design Services

General Data Protection Regulation of 2018 (GDPR) Privacy Policy

Introduction

The General Data Protection Regulation (GDPR) will apply in the UK from 25 May 2018, replacing Data Protection Act 1998. GDPR applies to personal data. Put simply, personal data is any information which relates to a living person.

In relation to Enhanced Design Services hereafter know as EDS most data will be an individual's name, business name, personal address (if working from home) business address and email address,

This Data Protection Policy sets out Enhanced Design Services' commitment to protecting personal data and how that commitment is implemented with regard to the collection, processing and use of personal data, in line with meeting requirements of, including the any legal obligations as laid down by, the GDPR. This applies to personal data held on paper and held electronically.

EDS is committed to ensuring that personal data shall be:

- collected, processed and used lawfully, fairly and in a transparent manner in relation to individuals,

- collected, processed and used for specified, explicit and legitimate purposes to meet the business operational needs and fulfil its legal requirements, and not further processed in a manner that is incompatible with those purposes,
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed,
- accurate and, where necessary, kept up to date - with every reasonable step taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay,
- established with appropriate retention periods.
- processed and stored in a manner that ensures appropriate security of the personal data, with defined organisational, physical, procedural and technical security measures implemented and maintained to protect against unauthorised disclosure, unauthorised modification, unauthorised unavailability and destruction, and unlawful processing – and against accidental loss, destruction or damage.

EDS is also committed to:

- ensuring that data subjects' rights can be appropriately exercised,
- ensuring that a nominated EDS Data Protection Officer is responsible for data protection compliance and provides a point of contact for all data protection issues,
- ensuring that queries about data protection, internal and external to EDS, are dealt with effectively and promptly,

Summary of How the EDS uses and shares your Data

- EDS uses your personal data to manage and administer your website and your hosting of the same.

- Some data is also shared with the hosting supplier and Whois (database of domain ownership).
- Personal data may have to be shared with government authorities and/or law enforcement officials if mandated by law or if required for the legal protection of our legitimate interests in compliance with applicable laws.

What does this Policy and Notice Cover?

This policy and notice describes:

- What personal data the EDS collects and makes use of in relation to its clients and self-employed contractor / employed contractor / suppliers.
- What information the EDS receives from third parties.
- How the EDS uses your personal data, and what the legal basis is for this use.
- The rights you have.
- How you get in touch with the EDS or the ICO.
- How long the EDS will retain your personal data.
- The security in place to protect your personal data.

What Information does the EDS Collect and Use?

EDS collects and processes personal data from you /your business when EDS is engaged to provide web services. .

EDS also collects and processes personal data relating to those the EDS partners in web related services such as hosting.

The personal data which you supply to the EDS may be used in a number of ways as shown below (where the data types collected and processed are shown in brackets):

On Paper, to complete/complete action on the:

- Standing Order Mandate Form (Name, Bank Account Details, Address)
- Letter of to Confirm Services (Name, Business Name, Email Address, Address)
- Paid Staff Form [HMRC starter checklist form for new staff (and any other paid personnel if any)] (last name, first name(s), home address, indicate male or female, date of birth, national insurance number, employment start date, employee statement (first job since last 6th April etc/now only job but since last 6th April had another job, etc/as well as new job have another job or pension etc), yes/no have student loan, if yes paying student loan to Student Loans Company, student loan plan (1 or 2), finished studies before last 6th April, signature - plus name again, date of signature)
- HMRC Letters re paid staff tax code changes & notifications of Student loan repayment activation for action re pay ((1) PAYE reference, name, NI number, payroll number, new tax code, year applies to. (2) Name, NI number, payroll number, start date re student loan deduction, Student loan plan type)
- Payment Advice Sheets for paid staff / Contractors (name, tax code, NI number, gross, tax, and net payments for month, etc)
- Paid Staff / Contractors Timesheets (name, hours worked, what paid in month)

In electronic form, using the information supplied on paper to update the:

- Invoices (name, address, details of work)
- Accounts (name, date, amount)
- Bank Statement (name, amount, date))
- EDS website (testimonials and our clients sections (name, business name, website address))

Please note that when your personal data is collected by the EDS, you must specifically indicate your consent for the EDS collecting, holding and processing your personal data. This is done via paper or via email.

You will also be asked to confirm you are happy for EDS to keep in contact with you.

What Information does the EDS receive from Third Parties?

Sometimes, the EDS receives information about you from third parties. For example, details of domain ownership from hosting suppliers or whois (domain ownership).

How does EDS use this Personal Data, and What is the Legal Basis for this use?

The EDS processes personal data for the following purposes:

- As required by the EDS to conduct its business and pursue its legitimate business interests, in relation to providing web services.
- For purposes which are required by law:
- EDS maintains accounting records in order to meet specific legal requirements.
- EDS may respond to requests by government or law enforcement authorities conducting an investigation.

What rights do I have?

You have the right to ask the EDS for a copy of your personal data, to correct, delete or restrict (stop any active) processing of your personal data. You can also request a specific set or piece of information, or information about how your data has been used and shared. (Note that organisations are no longer able to charge a fee for this, and the information must be provided within 30 days.) **A suggested process is shown at Appendix 1.**

In addition, you can object to the processing of your personal data in some circumstances (in particular, where EDS does not have to process the data to meet a contractual or other legal requirement).

Rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask EDS to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

To exercise any of these rights, you can get in touch with the EDS. If you have unresolved concerns, you have the right to complain to the Information Commissioner's Office (the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals) – <https://ico.org.uk>.

How do I get in touch with EDS

EDS hopes that it can satisfy queries you may have about the way the EDS processes your data. If you have any concerns about how the EDS processes your data, you can get in touch by emailing gdpr@enhanced-design.co.uk

How long will the EDS retain my Data?

EDS processes the majority of your data for as long as you are a client and for 6 years after this (within accounts). For other information, it will be appropriate only to keep data for a shorter period of time. For example, the EDS will not need to keep bank details of former employees or contractors.

What Security must be in place to Protect my Personal Data?

Paper Documents

Accounts, staff, contractor and client details are kept in a file in a locked cupboard.

Note: when paper documents no longer required they must be destroyed by shredding (not just ripping up and putting them in the bin).

Electronic Documents

Client details, accounts, staff, supplier and contractors: data stored on computer, portable hard drive and a laptop accessible only to EDS. These devices are connected to the Internet, and not accessible to others. . **It is mandatory that these laptops MUST be user id and password protected. In some cases files will be encrypted. ***

*[Note *: for Word, Excel and PowerPoint – click on ‘File’, then ‘Info’, then ‘Protect Document’, then ‘Encrypt with Password’, then enter and confirm the password selected. Remember that passwords are case sensitive. Note that if you lose or forget the password it cannot be recovered)*

It should be noted that for many websites, a Cookie Policy that sets out how a website uses cookies. However, this does not apply for the EDS as its website do not use cookies.

Hopefully no data breaches will occur with the level of security in place: please note the following.

A data breach is, put simply, a security incident that has affected the confidentiality, integrity or availability of personal data. There will be a personal data breach whenever:

- any personal data is lost, destroyed, corrupted or disclosed,
- if someone accesses the data or passes it on without proper authorisation,

- if the data is made unavailable and this unavailability has a significant negative effect on individuals.

There may be a number of ways this can happen, such as a lost device, a file sent to the wrong recipient or a hack. It need not be technical; a lost hard copy file will also be a data breach.

In the case of a data breach. EDS will act quickly, to inform those individuals whose data may have been disclosed, and inform the ICO.

Summary

Under GDPR, the key requirements for the EDS are:

- a) a maintained up-to-date register showing what personal data the EDS collects, holds and uses (on paper and electronically),
- b) a Data Protection (Privacy) Policy and Notice (this document),
- c) relevant procedures in place related to clients, staff, contractors and suppliers who wish to exercise their rights, e.g. to ask for a copy of their personal data, to correct, delete or restrict (stop any active) processing of their personal data.
- d) enhanced security for paper and electronic personal data records: locked containers for paper records – and when no longer needed destruction by shredding; and user id and password for any devices whatever holding electronic records.