



PRIVACY POLICY

Document Control

A. Confidentiality Notice

This document and the information contained therein is the property of HELP AND COMPANY.

This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from HELP AND COMPANY.

B. Document Details

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Document Reference:	Policy
Original Document Approved By:	Helen Shepherd
Original Document Creation Date:	May 2018

C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1.1	May 2018	Ian Shepherd	Helen Shepherd	New Document

Privacy Notice

Data Controller

Data Protection Laws define Personal Data as information which directly or indirectly identifies an individual. Examples of Personal Data include name, date of birth, photo or video recording, etc.

Help and Company collects and processes personal data belonging to clients and employees.

Help and Company is registered with the Information Commissioner's Office (ICO) as a Data Controller for the processing of Personal Data (ZA092722).

Data Protection Office

Help and Company has established a Data Protection Office to ensure its compliance with Data Protection Laws. In addition, The Data Protection Office will act as Help and Company's contact point with our clients, employees and our Supervisory Authority.

The Data Protection Office can be contacted by post to: The Data Protection Office, Help and Company, Parthings Farm, Tower Hill, Horsham, West Sussex, RH13 0JS. By telephone on 01403 788080 or email – dpo@helpandcompany.com.

How Does The Organisation Protect Your Personal Data?

To protect your privacy, Help and Company has implemented stringent Information Security and Personal Data Protection Policies. Employees who come into contact with your Personal Data have obligations to adhere to our policies and are regularly trained in security and privacy best practice.

We apply appropriate technical and organisational measures to protect data, computing devices and the network from accidental/malicious activities or theft. Where appropriate, we encrypt our data and devices with confidential information securely destroyed when no longer required.

Your Rights

Data Protection Laws describe individuals who have provided their Personal Data to an organisation (either directly or indirectly) as "Data Subjects". As a Data Subject, you have several rights with respect to how organisations process your Personal Data.

If you wish to exercise any of your rights, please contact Help and Company's Data Protection Office.

Right to be Informed

As a Data Subject, you have the right to be informed of the use that your Personal Data will be put to, along with details of the Data Controller and your rights.

Where you provide your Personal Data directly to Help and Company, these details will be made available at the time your data is obtained.

Where Help and Company obtains your Personal Data from a third party, these details will be made available within a reasonable period of having obtained the data. If your Personal Data is to be used to communicate with you, these details will be provided at the latest, when the first communication takes place. If disclosure to another recipient is envisaged, these details will be provided at the latest, before the data is disclosed. In all cases, notification will take place, within one month of receipt of your Personal Data.

Right to Access



Data Subjects have the right to access and obtain a copy of your Personal Data held and processed by Help and Company, on request.

You exercise this right through the submission of a formal, written Subject Access Request to Help and Company's Data Protection Office.

Right to Rectification

You have the right to request Help and Company to correct inaccurate or incomplete Personal Data.

Right to Erasure (to be Forgotten)

You have the right to request Help and Company to erase your Personal Data from its systems and records.

This is not an absolute right however and does not normally apply to purposes covered by Legal Obligation or which is necessary for the performance of a Contract.

Right to Restrict Processing

Data Subjects have the right to request Help and Company to stop or restrict the processing of your Personal Data. This could be for example, if your Personal Data is no longer necessary for the purpose of processing.

Right to data portability

You have the right to request a copy of the Personal Data which you have provided directly to Help and Company, which is automatically processed in a portable format.

Right to object

As a Data Subject, you have the right to object to the processing of your Personal Data, where Help and Company relies upon Legitimate Interest as the lawful basis for processing.

Complaints

If you are unhappy with how your Personal Data is processed by Help and Company, you have the right to complain to the Data Protection Office. If you remain unhappy, following Help and Company's response to your complaint, you have the right to lodge a further complaint with our Supervisory Authority, The Information Commissioners Office (ICO).

The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire, SK9 5AF. You can also contact them by telephone on 01625 545 745 or via their website at www.ico.org.uk.