

General Data Protection Regulations (GDPR) - Privacy Policy AMCO FM Ltd

May 2018

1. Introduction

The General Data Protection Regulations (GDPR) apply in the UK from 25th May 2018 and replace the Data Protection Act (DPA). The GDPR has many similarities to the DPA but technology has changed since 1998, and the GDPR reflects this to protect everyone's' privacy and personal data in today's digital world.

As an organisation, we will need to do some things differently in the way we collect, store, use and manage personal data and all staff, associated contractors and sub-contractors will need to ensure compliance.

This privacy policy sets out the ways in which we may collect and use personal information. Please read this policy carefully as it sets out who we are, how and why we collect, store, use and share personal data and your rights in relation to personal data and how to contact us should you wish to raise a concern about the way in which personal data information is used.

2. Who are we?

Amco FM Ltd is a supplier of IT support and development services. Our registered address is:

9-15 Hitchin Street
Baldock
Hertfordshire SG7 6AL
UK

3. How do we collect Personal information?

By submitting personal information to Amco FM Limited, you consent to the use of that information as set out in this policy. Amco FM Limited may collect or be provided with information in a number of ways.

- Postal – Letters, completed forms, payments
- Website – completion of forms, requests for information
- Internet – entering details into search engines, forms
- Email – emails received from customers and third parties

4. Why do we collect Personal information?

The purposes for which personal data is collected and used by us include personnel, administrative, financial, payroll and business development purposes. These include the following:

4.1 Business use

We collect data for our core business purposes, staff administration (including payroll), accounts and records (ie invoices and payments), advertising, marketing and public relations (in connection with AMCO FM LIMITED business activity).

4.2 Personnel / HR / Regulatory

For compliance in relation to the gathering and processing of information relating to identifiable individuals, such as job applicants, qualifications, training and development, health and attendance records.

5. What Personal information do we collect?

Amco FM Limited collects and stores and processes our client and supplier information in relation to core business purposes, staff administration (including payroll), accounts and records (ie invoices and payments), advertising, marketing and public relations (in connection with AMCO FM LIMITED business activity).

We may collect and process the following information about you:

5.1 Amco FM Limited Staff

When applying for a role with Amco FM Limited we may collect and process the personal data that you submit to ensure that we comply with our regulators requirements. This may include:

- Name, address and contact details
- Marital status, nationality, job titles, and CV

5.2 Consultants and Contractors

We may collect and process data that is provided by you or your organisation to us. Personal data may include:

- marital status, nationality, job title
- contact details
- financial and payment details

This data remains on Amco FM Limited systems for as long as:

In the case of staff; for up to 1 year after they leave employment

In the case of consultants and contractors/suppliers; for up to 5 years after their last dealings to the company

6. What do we use Personal Information for?

We may use the information for legitimate company business and processes such as those listed below:

6.1 Business use –

- operational reasons, such as contacting clients/suppliers/contractors
- processing invoices and payments
- investigating complaints
- gathering information as part of investigations or in connection with legal proceedings or requests
- ensuring business policies are adhered to (such as policies covering email and internet use)
- checking references, ensuring safe working practices, monitoring and managing staff access to systems and facilities and staff absences, administration and assessments
- monitoring staff conduct, disciplinary matters
- marketing our business
- improving services

6.2 Personnel / HR / Regulatory

- undertaking recruitment and selection procedures
- following termination processes
- contracting purposes
- performance management
- maintaining and updating training and development record,
- monitoring absence records,
- supporting individuals needs
- processing of payments and/or salaries

6.3 Law

Where required by law, we may also process your personal data, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

7. Where do we store data?

All data in Amco FM Limited systems is stored on a secure set of servers within Amco FM Limited's business premises.

8. Who do we share personal information with?

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

At no time will any personal data held by Amco FM Limited be passed to organisations for marketing or sales purposes

We will share personal data with law enforcement or other authorities if required by applicable law.

We may share your personal data with Amco FM Limited contractors including: legal and other professional advisers, consultants, and professional experts; service providers contracted to us in connection with the provision of the products and services. We will ensure that there is a contract in place with the categories of recipients listed above which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

9. Marketing

Amco FM Limited maintains a marketing database that contains the basic details of individuals who have consented to Amco FM Limited sending information about new products or services to them, usually via email.

Should you wish to be removed from this database at any time, please notify Amco FM Limited by sending an email to personaldata@amcofm.co.uk

10. Data breach incidents

In line with our regulatory requirements, Amco FM Limited has a set of processes for issue and incident management, including data breaches. These processes include the required notifications to be sent to the Information Commissioners Office, our Regulators and to customers.

11. Your rights

The GDPR keeps in place individuals' rights to access personal data held about them by Amco FM Limited known as a Subject Access Request. The length of time we have to respond to them is one calendar month.

11.1 The right to be informed

You have the right to be informed if we intend to use any personal details that we hold about you for any other purpose than set out in this policy. Where Amco FM Limited intends to use your personal data outside of this policy it will contact you to seek your permission to do so.

11.2 The right of access

You have the right to request a copy of the personal data that we hold about you at any time by contacting us at the email or postal address given below. We will send you a subject access request form to complete and return to us. There is no charge for this service. Please ensure that you include with your request information that will enable us to verify your identity. We will respond with 30 days of the request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information. Or if your request is manifestly unfounded or excessive.

11.3 The right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate, is incomplete or changes, so that we can keep your personal data up-to-date.

11.4 The right to erasure

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us using the contact details provided below.

11.5 The right to restrict processing

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, where you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

11.6 The right to data portability

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request that your personal data is ported to you, please contact us using the contact details provided below.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

11.7 The right to object

Each marketing email that is sent to you or where you visit our website, this will provide you with the ability to 'unsubscribe' from receiving marketing emails at any time, alternatively please contact us at unsubscribe@amcofm.co.uk

12. Contact us

If you wish to know more about the personal data held by Amco FM Limited, or contact us in relation to any of your rights set out above please email Amco FM Limited at personaldata@amcofm.co.uk

13. Complaints

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint through the applicable supervisory authority or to seek a remedy through the courts. Please visit <https://ico.org.uk/concerns/> for more information on how to report a concern to the UK Information Commissioner's Office.

14. Changes to our Policy

This policy is reviewed on an annual basis to ensure that the information it provides remains accurate and meets regulatory requirements.