

DATA PROTECTION POLICY

Updated August 2018 in line with General Data Protection Regulations (GDPR).

DATA AUDIT

POTENTIAL CLIENT FILES

In order to quote for a project, we will take names, addresses, telephone numbers and email addresses. If the quote is not accepted, the information (both digital and hard copy) will be deleted/disposed of after 3 years. Individuals are free to choose what information they give us, and in what format they wish to receive the quotation.

CLIENT FILES

From May 25th 2018, all clients must agree as part of their letter of appointment to us holding and processing their information (name, address, phone number, email addresses and other personal information that they may wish to share with us e.g. children's names) in order for us to communicate with them during the normal provision of our service. Bank details are never requested, nor any secure personal data which may result in a security risk to our clients.

Client files are kept at our offices for at least six years after the end of the project. When it is no longer required legally or for business reasons, all held information (both digital and hard copy) will be deleted/disposed of.

Staff are responsible for the security of any files that leave the office with them for meetings or site visits. Files must not be left in staff cars overnight.

STAFF FILES

Staff files contain names, addresses, telephone numbers, email addresses, NI numbers, tax codes and bank details. This information is kept out of the office by the Director and will be deleted/disposed of when no longer required for legal or business reasons.

HOLDING OF INFORMATION IN DIGITAL FILES

All staff members and our support team have access to our computers. All computers are password protected and have up to date internet security. Computers are backed up to Cloud storage and a hard drive held by the Director. These are also password protected. Staff details are never held on the main office computers, and we do not have a computerised client information database, or any automated data processing procedures.

HOLDING OF INFORMATION IN MANUAL/PAPER FILES

Paper files are kept in the office. All our staff and tenants have access to our office building, but visitors are never allowed to access areas of the building where files are kept unattended. When disposing of any paperwork which may contain personal information, papers are bagged and shredded professionally. Waste paper bags are kept within the office until the morning of collection and never left outside overnight.

SHARING OF INFORMATION AND INFORMATION IN THE PUBLIC REALM

When an application is made to the Council (Planning, Building Regulations, dropping of kerbs etc.), Severn Trent Water, Approved Building Inspectors or other statutory bodies, personal information is passed to other companies and is no longer within our control. This is done with the full knowledge of the client. Planning application forms and drawings are posted online by the Council and therefore names and addresses are in the public realm.

We will also pass on names, addresses and contact details when asking contractors to tender or to other consultants (e.g. structural engineer, energy consultants) for legitimate business purposes only, and with the agreement of the clients. These firms are never based outside of the UK.

PROVIDING DATA ELECTRONICALLY

Anybody wishing to request details on what information Cross and Craig hold on them should write directly to the Director. The Director has one month to respond.

PERSONAL DATA BREACH

Should it be suspected by anybody that a data breach has occurred by either a computer hack or theft/loss of a paper file, it should be notified to the Director who can investigate the claim and notify the clients affected and the ICO as appropriate.

INFORMATION COMMISSIONERS OFFICE (ico.org.uk)

The Company is registered with the ICO as a firm which holds and processes individuals' personal data.

MARKETING

We never purchase data from other companies or use collected personal data for direct marketing purposes. All data held is provided by the individual directly (or through their agents) for legitimate business purposes. Any marketing flyers or cards we send in the post will be to existing clients, businesses or individuals who have approached us for quotations. Any images of building projects we use on our website or marketing will not include addresses or any other identifying details.

STAFF TRAINING

All staff are familiar with our data protection policy and understand the procedures we have put in place to protect and dispose of personal information.