



Data Protection Policy

Last Reviewed – April 2020

1. Aims

I-BOS Interiors aims to ensure that all personal data collected about staff, subcontractors, clients and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 18) as set out in the Data Protection Bill.

This policy applies to all personal data regardless of whether it is in paper or electronic format.

2. Legislation

This policy meets the requirements of the GDPR and the expected provisions of the DPA 2018. It is based on guidance published by the Information Commissioner's Office (ICO) on the GDPR and ICO's code of practice for subject access requests.

3. Definitions

Term	Definition
Personal data	Any information relating to an identified, or identifiable, individual. This may include the individual's: <ul style="list-style-type: none">● Name (including initials)● Identification number● Location data● Online identifier, such as a username It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.
Special categories of personal data	Personal data which is more sensitive and so needs more protection, including information about an individual's: <ul style="list-style-type: none">● Racial or ethnic origin● Political opinions● Religious or philosophical beliefs● Trade union membership● Genetics● Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes● Health – physical or mental● Sex life or sexual orientation
Processing	Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.

	Processing can be automated or manual.
Data subject	The identified or identifiable individual whose personal data is held or processed.
Data controller	A person or organisation that determines the purposes and the means of processing of personal data.
Data processor	A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.
Personal data breach	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.

4. Data Controller

I-BOS Interiors processes personal data relating to staff and is therefore a data controller.

5. Roles & Responsibilities

5.1. Data Protection Officer

Under the GDPR a Data Protection Officer (DPO) is required where;

- The company is a public authority or body
- The core activities require large scale, regular and systematic monitoring of individuals
- The core activities consist of large-scale processing of special categories of data or data relating to criminal convictions and offences

I-BOS Interiors does not meet the criteria outlined above and therefore does not employ a DPO. A full impact assessment has been carried out to support this decision and can be provided upon request.

In the absence of a DPO all requests should be directed to the Compliance Director.

The Compliance Director is Petula Ray and can be contacted at admin@ibosinteriors.co.uk

5.2. Finance Director

The Finance Director acts as the representative for the Data Controller on a day to day basis

5.3. All Staff

All staff are responsible for:

- Collecting, storing and processing personal data in accordance with this policy
- Informing I-BOS Interiors of any changes to their personal data, such as a change of address or bank details
- Contacting the Compliance Director in the following circumstances;
 - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
 - If they have any concerns that this policy is not being followed

- If they are unsure whether they have a lawful basis to use personal data in a particular way
- If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data outside the EEA
- If there has been a data breach
- Whenever they are engaging in a new activity that may affect the privacy rights of individuals
- If they need help with any contracts or sharing personal data with third parties

6. Data Protection Principles

The GDPR is based on data protection principles that I-BOS Interiors must comply with.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

This policy sets out how I-BOS Interiors aims to comply with these principles.

7. Collecting Personal Data

7.1. Lawfulness, Fairness and Transparency

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that I-BOS Interiors can fulfil a contract with the individual, or the individual has asked the company to take specific steps before entering a contract
- The data needs to be processed so that I-BOS Interiors can comply with a legal obligation
- The data needs to be processed to ensure the vital interests of the individual e.g. to protect someone's life
- The data needs to be processed for the legitimate interests of I-BOS Interiors or a third party (provided the individual's rights and freedoms are not overridden)
- The individual has freely given consent
- For special categories of personal data, we will also meet one of the special category conditions for processing which are set out in the GDPR and Data Protection Act 2018

7.2. Limitation, Minimisation and Accuracy

We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data.

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so and seek consent where necessary.

Staff must only process personal data where it is necessary in order to do their jobs.

When staff no longer need the personal data they hold, they must ensure it is deleted or anonymised.

8. Sharing Personal Data

We will not normally share personal data with anyone else, but may do so where:

- We need to liaise with other agencies – we will seek consent as necessary before doing this
- Our suppliers and contractors need data to enable us to provide services – for example, IT companies. When doing this we will:
 - Only appoint suppliers or contractors which can provide sufficient guarantee that they comply with data protection law
 - Establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data we share
 - Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with us

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for;

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, if personal data is sufficiently anonymised, or consent has been provided

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our staff.

Where we transfer personal data to a country or territory outside of the European Economic Area, we will do so in accordance with data protection law.

9. Subject access requests and other rights of individuals

9.1. Subject Access Requests

Individuals have a right to make a 'subject access request' to gain access to personal information that I-BOS Interiors holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual

Subject access requests must be submitted in writing, either by letter or email to the Compliance Director. They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If staff receive a subject access request, they must immediately forward it to the Compliance Director

9.2. Responding to subject access requests

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month and explain why the extension is necessary

We will not disclose information if it:

- Might cause serious harm to the physical or mental health of the individual
- Would reveal that the individual is at risk, where the disclosure of that information would not be in their best interest

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administrative costs.

A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information.

When we refuse a request, we will tell the individual why and tell them they have the right to complain to the ICO.

9.3. Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their data is transferred outside of the EEA
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a breach in certain circumstances

Individuals should submit any request to exercise these rights to the Compliance Director. If staff receive such a request, they must immediately forward it to the Compliance Director.

10. Data Protection by Design and Default

We will put measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Appointing the relevant personnel and ensuring they have the necessary resources to fulfil their duties and maintain their knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing privacy impact assessments where the processing of personal data presents a high risk to rights and freedoms of individuals and when introducing new technologies
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Maintaining records of our processing activities, including:
 - For the benefit of data subjects, making available the name and contact details of I-BOS Interiors and all information we are required to share about how we use and process personal data (via our privacy policy)

11. Data Security and Storage of Records

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or unlawful loss, destruction or damage.

In particular;

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office desks or anywhere else where there is general access
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)

12. Disposal of Records

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.