

Technoset Ltd Privacy Policy

Introduction

This privacy policy explains the types of personal data Technoset Ltd may collect about you when you interact with us and also explains how we store and handle that data and keep it safe.

How we collect and process your data:

- Consent

We may collect your data with your consent.

Examples Employee, when you completed the starter form,
Customer, when you completed a credit account application form.

- Contractual Obligations

We may need your personal data to comply with our contractual obligations.

Examples Employee, we will need your details to process the payroll
Customer, we will need your details in order to fulfil your purchase order requirements.

- Legal Compliance

We may collect and process your data if there is legal requirement for us to do this

Examples Employee, we are required to maintain employee records for HMRC.
Customer, we are required to maintain transaction records for HMRC.

- Legitimate Interest

We may need your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

Example We may use email addresses of potential customers to send direct marketing informing about products we think might be of interest.

The types of data we collect:

- Employees:

Technoset Ltd, as an employer, needs to keep and process information about our employees for normal employment purposes. The type of data we would collect may involve:

- application forms and references
- contracts of employment and any amendments to them
- correspondence with or about employees, for example letters about changes to terms and conditions or, at an employee's request, a letter to mortgage company confirming earnings.
- information needed for payroll, benefits and expenses purposes
- address, age, passport details, and emergency contact details
- records of holiday, sickness and other absence
- information needed for equal opportunities monitoring policy
- employment history records, such as training records, appraisals, other performance measures, disciplinary and grievance records.
- computer, telephone and email use on company provided systems.

Much of the information we hold will have been provided by the employee themselves, but some may come from other internal sources, such as managers, or in some cases, external sources, such as referees or employment agencies.

- Customers:

Technoset Ltd needs to process customer data in the normal course of our business to pursue our legitimate business interests. The type of data we collect may involve:

- Business name, address, company bank details, registration numbers and key contact information including individuals' names, telephone numbers and email addresses.

Much of this data will be provided by our customer themselves in credit applications, purchase orders, emails and other correspondence.

How we use Personal Data

The information we hold and process will be used for our management and administrative purposes only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately.

For example, as an employee we will start processing your personal data during the recruitment process, throughout the period you are working for us, at the time when your employment ends and after you have left. This includes using personal data to enable us to comply with the employment contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable, in some circumstances, to comply with our obligations and we will tell you about the implications of that decision.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that reason and any other relevant information.

Sharing Personal Data

Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so, where we need to comply with our contractual duties to you, or where you have specifically requested us to do so in writing.

Examples Employee, we may need to pass on certain information to our pension scheme provider, respond to payroll enquires from statutory bodies or requests for earnings confirmation from a mortgage provider.
Customer, we may need to pass on delivery and contact information of our customers to our third-part courier to fulfil our delivery requirements.
Security, we may share information about individuals concerning fraudulent or potentially fraudulent activity in our premises or systems with law enforcement bodies, with our insurers or with external IT support providers.

We may also transfer information about employees to other group companies for purposes connected with your employment or the management of the company's business.

How will the information be stored and for how long.

We acknowledge that data security is paramount, therefore we will treat your data with the utmost care and take all appropriate steps to protect it. Whenever we collect or process your personal data it will be securely stored and we will only keep it for as long as is necessary and for the purposes for which it was collected.

Access to your personal data will be restricted to authorised personnel only who have been properly trained to handle this data in accordance with the requirements of our privacy policy.

At the end of that retention period, your data will either be deleted completely or, if still required for statistical analysis and business planning purposes, the data will be anonymised so that it can be used in a non-identifiable way.

Your rights

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to your personal data.

You have the right:

- To request access to the personal data we hold on you
- To request rectification of any errors in that data
- To request complete erasure of your personal data
- To request we restrict processing your personal data
- To request we stop processing your personal data
- To data portability in certain circumstances

We must respond to any written request within 30 days, however, we may have a legitimate reason to refuse these requests.

If you have provided consent for the processing of your data you have the right, in certain circumstances, to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

For example, you have the right to stop the use of your personal data for direct marketing activity. We must always comply with your request however please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR with regard to your personal data.

Identity and contact details of controller

Technoset Limited is the controller and processor of data for the purposes of the GDPR.

If you have any concerns as to how your data is processed you can contact: the company secretary, Mike Ronayne on email (mike@technoset.com) or alternatively you can write to the following address: Technoset Ltd, 3a Roman Way, Rugby, Warwickshire CV21 1DB.

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