



Dual Communications LTD
In Partnership for a successful future

Dual Communications Ltd

Innovation Centre
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Telephone no. 01423 799099

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E-mail. sales@dualcomms.co.uk

Website: www.dualcomms.co.uk

PRIVACY POLICY

This privacy policy sets out how Dual Communications Ltd uses and protects any information that an individual or organisation provides when requested or required.

Dual Communications Ltd is committed to ensuring that any individual or organisation's privacy is protected. Should we ask you to provide certain information by whatever means, from which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

Dual Communications Ltd may change this policy from time to time by updating this policy. You should check this page from time to time to ensure that you are happy with any changes. **This policy is effective from 25th May 2018.**

Examples of what and how we collect data

We may collect the following information:

- Name of and Individual and Organisation address
- Name and job title of responsible persons within any organisation.
- Contact information including email address
- Demographic information such as postcode
- Identity documentation
- Telephone/call costs
- Supplier bank details for BACS payments

Personal/Organisation Data

- Date of birth
- National insurance number
- Tax Code
- UTR Number
- Bank account details
- Passport, Driving License and Birth Certificate numbers
- Other information relevant to an individual and organisation

What we do with the data provided

Dual Communications Ltd.'s data controller is the person within our organisation who decides how personal data is processed and is responsible for compliance with Dual Communications Ltd.'s obligations under the GDPR by:

- Ensuring personal data is kept up to date.
- Storing and destroying it securely.
- Not collecting or retaining excessive amounts of data.
- Protecting personal data from loss, misuse, unauthorised access and disclosure.

Telephone Systems  Data Networks  Structured Cabling  Fibre Optic  On-site Maintenance



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Processing

We require this information to understand personal and organisation needs to provide a better service, and in particular for the following reasons:

- Provision and installation of telephone systems, data networks and maintenance.
- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes.
- We may contact you by email, phone, fax or mail.

Legal requirement for processing

The individual/organisation consent to be obtained and or given.

- Personal processing of contract: Contract of employment – personal data – permits to work – emergency contacts – public safety through Disclosure & Barring Service (DBS) information.
- With an organisation for: Order/contract to supply/ contract management/corporate governance and legal compliance.

Classified sensitive data

Personal data; revealing racial or ethnic origin, religious or philosophical beliefs, trade union membership, and the processing of genetic data, biometric data for the purpose of unique identification, data concerning health or sexual orientation.

- Any processing of classified sensitive data can only be actioned following explicit consent being obtained.
- Processing is necessary for carrying out obligations under employment, social security, or social protection law, or any collective agreement.
- Processing is necessary to protect the vital interests of a data subject
- Processing is necessary for the defence of legal claims where a court is acting on judgement.
- Processing is necessary for reasons of preventative or occupational medicine, for assessing the working capacity of an employee, medical diagnosis, health treatment and /management of health in the workplace

Processing Records

Dual Communications Ltd process data for the following purpose;

- Management of Dual Communications Ltd Personnel
- Management of Appointed Contractors Personnel Training
- Employee Payroll
- Contractors & Suppliers Accounts
- Client Project Accounts

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Screening of personnel

If CCTV systems are used to monitor and collect visual images for security purposes they are only to be used in the prevention and detection of crime and or personnel safety.

Processing personal data maybe required as a contractual requirement for the purposes of security screening and vetting of staff, partner agencies and their sub-contractors in compliance with:

- Disclosure & Barring Service (DBS)
- Baseline Personnel Security Standard (BPSS)
- Counter Terrorism (CTC)
- Security Clearances at sensitive client sites as determined under contract

Tracking of Vehicles and equipment

Processing personal data in monitoring of vehicles with fitted devices telematics and enabled smart devices for the purposes of:

- Telematics used for driver safety and security
- Equipment with in built location software such as iPhones and iPads

Personal data sharing

Examples of Dual Communications Ltd requirement to share personal data.

- HMRC
- Client Site where restrictions on access for security is in place
- Authorised screening and vetting organisations
- Training organisations and other accrediting bodies' relevant to Dual Communications Ltd operations.
- Booking for individuals on travel & accommodation
- Shared information is limited that is required to enable performance of a contracted duty.

Personal data is only retained for periods determined by known regulatory or codes of practice, where Dual Communications Ltd insurers have specified conditions and or where any other known retention period has been made known through contract.

Security

We are committed to ensuring that information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data from accidental loss or misuse.

- Access to personal information is only allowed where there are legal and or known contractual requirements.
- Individual and organisation rights to data held.
- There is a right to request copies of any such data held.
- A right to request the responsible Data Controller within Dual Communications Ltd corrects any data which is found to be incorrect.
- A right to request any personal data is deleted where known timeline requirement make it necessary.

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- A right to request a restriction on further data processing when a dispute remains unresolved.
- A right to submit formal complaints to the Independent UK Regulator for Data Privacy Information Commissioner's Office (ICO).

Accuracy of Information

- In order to provide a high level of customer service we need to keep accurate data. We also consider when it is necessary to update the information, such as contact name or address or e-mail changes and you can assist us by informing us of these changes when they occur.

Transfer of Data outside of Regulation Jurisdiction

Dual Communications Ltd do not transfer personal data to any organisation or country outside of the area of the General Data Protection Regulation (GDPR) (EU 2016/679) applies.

Automated Decision Processes

Dual Communications Ltd do not use any automated decision making processes.

Revised personal data requirements

Should processing of any personal data be identified for a purpose not already identified in this privacy notice, a new notice will be issued setting out the requirement conditions and when necessary, seek any prior consent(s) required.