

# PRIVACY POLICY

## Radiation Consultancy Services Ltd (RCSL) Privacy Policy

RCSL is dedicated to protecting the confidentiality and privacy of information entrusted to us. As part of this fundamental obligation, RCSL is committed to the appropriate protection and use of personal information, collected through our websites, telephone calls, emails and other mediums. We neither desire or need to collect or process any personal data from our clients or their customers, but we recognise that at times this information may inadvertently be provided to us.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure you are still happy with any amendments we have made. This policy is effective from 1<sup>st</sup> March 2019.

### A) DATA PROTECTION PRINCIPLES

Under General Data Protection Regulations (GDPR), all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

### B) TYPES OF DATA COLLECTED AND HELD

We may collect the following information:

- Name
- Demographic information such as address and postcode
- Contact information including email address

The data we collect from our website is from Google analytics which tracks and reposts our websites traffic.

### C) COLLECTING YOUR DATA

You may provide several pieces of data to us directly during the initial contact period and subsequent correspondence.

In some cases, we will collect data about you from third parties, such as our customers, group email lists and referrals.

Personal data, other than business addresses and contacts are not requested at any time by RCSL and will, where possible be deleted upon receipt. All other data is kept in files and within the Company's IT system.

### D) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. We process your data in order to comply with our legitimate interests we have with you.

The information below categorises the types of data processing we undertake and the lawful basis we rely on.

<b>Activity requiring your data</b>	<b>Lawful basis</b>
Business contact details for communication and client management purposes	Our legitimate interests
Maintaining comprehensive up to date business records about you to ensure, amongst other things, effective correspondence can be achieved	Our legitimate interests
Ensuring our administrative and IT systems are secure and robust against unauthorised access	Our legitimate interests
Dealing with legal claims made against us	Our legitimate interests
Track audience, acquisition and behaviour overviews to improve our website function	Our legitimate interests

## **E) WHO WE SHARE YOUR DATA WITH**

Employees within our company who have responsibility for, administration and servicing our customers and thus your details will be made available to them to allow contact to be made and appointments booked. All employees with such responsibility have been trained in ensuring data is processed in line with GDPR.

No data is shared with third parties.

We do not share your data with bodies outside of the European Economic Area.

## **F) PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

Please be aware that the RCSL website may contain links to other sites that are not covered by this Privacy Policy. We encourage users to review the Privacy Policy of each website visited before disclosing any personal information.

## **G) RETENTION PERIODS**

We only keep your data for as long as we need it for, which will be at least for the duration of your contract with us. Some data retention periods are set by the law. Retention periods can vary depending on why we need your data, as set out below:

<b>Record</b>	<b>Statutory Retention Period</b>
Name, Address, contact details, account transactions to satisfy HMRC	6 years from the date of your last session

## **H) CONSENT**

Where you have provided consent to use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

## **I) MAKING A COMPLAINT**

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

## **J) DATA PROTECTION COMPLIANCE**

Our appointed compliance officer in respect of our data protection activities is: Niall Monaghan