



Tardis Environmental UK GDPR Compliance Privacy Policy.

Tardis Environmental takes the security of data we hold on our clients, suppliers and employees very seriously and are pleased to comply with the GDPR guidelines introduced on May 25th 2018.

In short, compliance relates to how we store, process, protect and delete potentially sensitive data held by our company.

Categories of data

We have three categories of data. **Strictly confidential, confidential not confidential.**

The data we process, store, protect and delete, is assessed by us and given one of these three categories. For example:

Strictly confidential. Employees pay slips, bank details, HR matters, cash client's credit / debit card details.

Confidential. Client / supplier names, addresses and telephone numbers.

Not confidential, newsletters, certain internal memos

Business Clients:

Your details are stored on a secure server, protected by passwords relevant only to those users who require access to them. Those details can include, company name, address, telephone number and relevant contact names.

We assess all the data we store and process and data of this nature is classed as **confidential**.

Bank details.

It is unlikely we would require a client's bank details. Should this become necessary, this data would be classed as **strictly confidential** and would be treated as such when stored.

We do not share data with third parties.

Your right to removal of your details from our system.

You have the right to request removal of any data we keep on our system.

Reasons for this may include, you are a one – off or limited contract client.

If you wish us to purge your details, please e mail your request to accounts@tardishire.co.uk ensuring we have your name, address and if you can provide it, your account number.

We will respond by e mail within **7 working days**, confirming your request has been complied with.

Domestic (cash account) clients.

When you book a service with us, you will pay for your service over the phone using a credit or debit card.

The telephone system in our payment processing department unlike our general call system, is **not recorded**. This is to protect the information you give us over the phone, which includes your card number and 3 digit security code.

We assess all data we process and data of this nature is classed as **strictly confidential**.

The details as taken from you, are typed directly into the card processing system on the computer which is processed by the merchant transaction system.

Your card details are ***not stored by us**.

We do not recommend you send card details to us by e mail, as this is not necessarily a secure method.

Exceptions.

***We do have a small number of clients who authorise rolling payments to be taken from their card. The information we keep is classed as strictly confidential and is stored securely online by the merchant service provider.**

Authorised Tardis personnel can only access this information to process it, via a secure online portal, protected by password.

What we do store.

Details we store include name, address, telephone number.

This is to allow us to process your order and carry out the work you have booked from us.

This data has been assessed by us as **confidential**. It is stored on our protected server and is accessible only by authorised individuals via use of a password to access.

Your right to removal of your details from our system.

You have a right to request we delete your details from our system once the work has been carried out.

If you wish us to purge your details, please e mail your request to info@tardishire.co.uk ensuring we have your name, address and if you can provide it, the relevant contract number we provided you when you signed our terms and conditions online (it begins with a D).

We will respond to you by e mail within **7 working days** confirming we have complied with your request.

Suppliers

Your details are stored on our secure server and are only accessible to authorised personnel who use passwords to access this information.

Typically, we hold: Name, address, telephone numbers and departmental contacts and e mails.

We assess all data we process and store on our system and this level of data is classed as **confidential**.

Bank Details.

We also will potentially hold bank details of our suppliers. As part of that same assessment process, we class this data as **strictly confidential** and therefore wherever possible, this data will not only be protected by passwords, be restricted only authorised personnel who need to review it, but in some cases, will also be encrypted, depending on the software being used to process it.

We do not share supplier information with third parties.

Your right to removal of your details from our system.

You have the right to request removal of any data we keep on our system.

Reasons for this may include, you are a one – off or limited contract supplier.

If you wish us to purge your details, please e mail your request to purchasing@tardishire.co.uk ensuring we have your name, address and if you can supply it, your account number.

We will respond by e mail within 7 days, confirming your request has been complied with.

Tardis Environmental employees.

We protect the sensitive data of our employees with equal diligence we apply to our clients and suppliers.

GDPR Guidance.

Specific guidance to the areas which come under GDPR guidelines are / will be sent out to individuals as and when necessary. These will also be found in the GDPR guidance manuals in the Hire desk department, transport, accounts and HR departments and are there for reference and educational purposes.

Purpose of GDPR Guidance Manuals.

They provide a simple and methodical statement of various data protection situations that arise throughout the company and for convenience will be grouped in categories HR / Transport . Accounts.

The manuals provide our understanding of GDPR issues and the guidance they provide allow us to where appropriate, keep evidential records, should we ever experience a data breach or be subject to investigation by a relevant investigative body.

Categorisation of data types.

We assess all the data of a sensitive nature we hold on our employees and the categories we assign are **Strictly confidential, Confidential and not confidential**.

Typically, data the company holds includes: Name, address, telephone numbers, next of kin details. This would be classed as **confidential** and is given the level of protection appropriate.

Data will be stored protected by passwords and will only be accessible to those with authority to review it.

We will also have your bank details, copy of drivers licences (if you drive company vehicles) and in some cases, medical records, past information on criminal or driving offences.

Data of this nature would be classed as **strictly confidential** and therefore a higher level of security is assigned to protect it, which may include encryption.

Your right to removal of your details from our system.

You have a right to request we delete your details from our system if you should leave the company's employ.

If you wish us to purge your details, please e mail your request to: HR@tardishire.co.uk ensuring we have your name, address and your job title (this allows us to be thorough if data is held across more than one department).

We will respond to you by e mail within 7 working days confirming we have complied with your request.

Data collected from our websites.

Tardis Environmental has two websites. www.tardishire.co.uk for our waste services and www.tardish2O.co.uk for bulk water and associated services.

Neither of these sites are e commerce sites, we do not “sell off the page”.

Collection of data from the websites.

Visitors to the site, are given the opportunity to request further information or receive a quote for plant or services.

To allow us to comply with this request, we collect information which includes:

Name, address, telephone number, e mail and brief details of the sort of service they are looking for from our company.

Provision of opt in/out choice on site.

Prior to clicking the submit button on the web page, the client will see a brief description of our GDPR compliance, offering them the choice to be added to our database and be occasionally e mailed with information about our services.

The visitor can also opt out of this, by ticking the relevant box and submitting. In this case, we would respond to the enquiry, but would not store their details.

If the visitor opts in.

The details provided by the visitor are stored “securely” in the company’s MCS system, used for processing an order if the quote is accepted. Commercial client’s details are stored in the company ACT system which is used for marketing mail outs and promoting our newsletter Tardis Times.

Storage of domestic enquiry details.

We classify domestic clients as low volume often non-repeat business and do not carry out marketing on this section of our client base.

Storage of business details..

Whether an enquiry is converted to a business transaction or not, a commercial enquiry is categorised as a potential repeat business opportunity.

The purpose of storing the quote on the company MCS system, is to speed up the working progress, should the quote be accepted.

The storage medium for business enquiries and potential future marketing, is the company ACT software.

The visitor’s right to be deleted from the marketing database.

Contacts on this database are periodically sent e mails from the company, promoting relevant or seasonal services by e mail. E mails of this nature feature an **unsubscribe** link and are complied with immediately.

The request for removal from the company marketing database, is responded to by return e mail confirming compliance of the request.

Further information.

Tardis Environmental has a range of procedures which cover in-depth how we integrate GDPR into our daily working practices. These procedures are published in the form of a manual for internal use.

Parties with genuine and pertinent interests, may request to view our individual procedures relevant to their dealing with the company, provided the procedures do not contain commercially confident information.

Procedures for example will be made available to authorised external auditors during supplier assessments.

Requests to view procedures.

Requests may be made by either suppliers, commercial clients or domestic clients. This should be made in writing either by letter or email to it@tardishire.co.uk

In all cases, the area / reason for interest with its relevance to the enquiry. The enquirer's name, address, e mail and phone number and where relevant, any Tardis contract numbers that may help us provide the information required.

We will acknowledge the request within three working days and indicate a lead time to fulfil the request having assessed the nature of enquiry.

Data breach.

Data breaches may be identified or suspected either internally or externally.

The company has a data breach initial enquiry form, which is available as a download from our website (link here).

Completed forms may be e mailed to it@tardishire.co.uk to initiate an investigation.

We will respond to the data breach form within **72 hours** as per GDPR guidelines. The content of the response, will be solely reliant on the nature of the suspected breach and tailored to that.

Closing statement.

Tardis Environment publish this statement with clarity and brevity in mind. We welcome enquiries from our clients who may have concerns over any aspect of their personal data.

Signed on behalf of Tardis Environmental



Robin Boydon

Operations Director

May 22nd 2018