

# **DATA PROTECTION POLICY – Customers / Suppliers**

## **DIRECTA (UK) LTD**

**Directa (UK) Ltd** (hereafter referred to as 'Directa') needs to collect and use certain types of information about the Individuals or Service Users who come into contact with Directa in order to carry on our work. This personal information must be collected and dealt with appropriately whether is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the General Data Protection Regulations 2018 (hereafter referred to as 'GDPR').

### **Data Controller**

Directa is the Data Controller under GDPR, which means that it determines what purposes personal information held, will be used for.

### **Disclosure**

There are circumstances where the law allows Directa to disclose data (including sensitive data) without the data subject's consent.

These are:

- a) Carrying out a legal duty or as authorised by the Secretary of State
- b) Protecting vital interests of a Individual / Service User or other person
- c) The Individual/Service User has already made the information public
- d) Conducting any legal proceedings, obtaining legal advice or defending any legal rights
- e) Providing a confidential service where the Individual / Service User's consent cannot be obtained or where it is reasonable to proceed without consent.

Directa regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

Directa intends to ensure that personal information is treated lawfully and correctly.

To this end, Directa will adhere to the Principles of Data Protection, as detailed in the GDPR.

Specifically, the Principles require that personal information:

- a) Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met;

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- b) Shall be obtained only for one or more of the purposes specified in the GDPR, and shall not be processed in any manner incompatible with that purpose or those purposes;
- c) Shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) Shall be accurate and, where necessary, kept up to date; any inaccurate data shall be erased or rectified without delay;
- e) Shall not be kept for any longer than is necessary. personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Directa will, through appropriate management and strict application of criteria and controls:

- Observe fully conditions regarding the fair collection and use of information
- Meet its legal obligations to specify the purposes for which information is used
- Collect and process appropriate information, and only to the extent that it is needed to fulfill its operational needs or to comply with any legal requirements
- Ensure the quality of information used
- Ensure that the rights of people about whom information is held, can be fully exercised under the GDPR. These include:
  - The right to be informed that processing is being undertaken,
  - The right of access to one's personal information
  - The right to prevent processing in certain circumstances and
  - The right to correct, rectify, block or erase information which is regarded as wrong information

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- Take appropriate technical and organisational security measures to safeguard personal information
- Ensure that personal information is not transferred abroad without suitable safeguards
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information
- Set out clear procedures for responding to requests for information

### **4. Data collection**

Informed consent is when

- An Individual / Service User clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data
- And then gives their consent.

Directa will ensure that data is collected within the boundaries defined in this policy. This applies to data that is collected via correspondence, in person, or by completing a form.

When collecting data, Directa will ensure that the Individual / Service User:

- a) Clearly understands why the information is needed
- b) Understands what it will be used for and what the consequences are should the Individual / Service User decide not to give consent to processing
- c) As far as reasonably possible, grants explicit consent, either written or verbal for data to be processed
- d) Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress
- e) Has received sufficient information on why their data is needed and how it will be used

### **5. Data Storage**

Information and records relating to service users will be stored securely and will only be accessible to authorised staff and volunteers.



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Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately.

It is Directa's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

### 6. Data access and accuracy

All Individuals / Service Users have the right to access the information Directa holds about them. Directa will also take reasonable steps ensure that this information is kept up to date by asking data subjects whether there have been any changes.

In addition, Directa will ensure that:

- It has a Data Protection Officer with specific responsibility for ensuring compliance with Data Protection
- Everyone processing personal information understands that they are contractually responsible for following good data protection practice
- Everyone processing personal information is appropriately trained to do so
- Everyone processing personal information is appropriately supervised
- Anybody wanting to make enquiries about handling personal information knows what to do
- It deals promptly and courteously with any enquiries about handling personal information
- It describes clearly how it handles personal information
- It will regularly review and audit the ways it hold, manage and use personal information
- It regularly assesses and evaluates its methods and performance in relation to handling personal information
- All staff are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them

Any access requests must be sent to 'The Data Protection Officer'

- Email [head.office@directa.co.uk](mailto:head.office@directa.co.uk)
- Post Directa (UK) Ltd

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### DIRECTA (UK) LTD

Latchingdon Road  
Cold Norton  
Essex CM3 6UA

All requests will be responded to within 30 days.

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

In case of any queries or questions in relation to this policy please contact the Data Protection Officer:

Nicky Turner 01621 828882  
[head.office@directa.co.uk](mailto:head.office@directa.co.uk)

Signed:

Position: MANAGING DIRECTOR

Date: 22 MAY 2018

Review Date: 22 MAY 2023