



51 Willow Road Carlton Nottingham NG4 3BH

GDPR STATEMENT

This GDPR Privacy Policy describes the information that we gather, how we use and disclose such information, and the steps we take to protect such information. By being a client/employee including a potential or former client, of Greenwood Cooling Services Ltd you accept the privacy practices described in this Policy.

DEFINITIONS

'Client' means a company currently using the services of Greenwood Cooling Services Ltd

'Former Client' means a company or organisation who previously used the services of Greenwood Cooling Services Ltd

'Potential Client' means a company or organisation who have requested a quotation for the services of Greenwood Cooling Services Ltd

'Personal Data' means any information relating to an identified or identifiable person.

'Employee' means any person directly employed by Greenwood Cooling Services Ltd past or present

THE INFORMATION WE COLLECT

We collect different types of information from clients, including potential or former clients.

The main personal data we collect is;

Individual forename and surname details

Company name

Company address

Job Title

Company e-mail address

Company telephone numbers (including mobile phone number)

On some instances when carrying out our duties, we will collect, or have access to, 'additional personal data' as part of this process. These may include occupational health reports; risk assessments relating to those with limitations (medical, physical, sensory or mental health); highly confidential data such as incident reports and witness statements following workplace incidents; insurance claims and associated reports; complaints from workers regarding health or safety workplace conditions; documentation provided for client safety accreditation applications or tender documents.



51 Willow Road Carlton Nottingham NG4 3BH

GDPR STATEMENT

HOW WE USE THE INFORMATION WE COLLECT

We use the information that we collect in a variety of ways in providing our services and in operating our business. We will utilise the information to operate, maintain, enhance and provide all features of our business (including customer services and accounts purposes); to provide the services and information that you request; to respond to business related queries, comments and questions; and to provide support to users of our services.

In circumstances in which we have access to 'additional person data' this will be utilised for the purpose in which the data was provided to us. This may include the following: incident or ill-health investigations, Enforcing Authority investigations, insurance company investigations, workplace health and safety related complaints, SSIP accreditation and site induction.

TO WHOM WE DISCLOSE INFORMATION

We will pass personal data amongst our employees to fulfil our contract, client support and financial obligations.

Except as described in the Policy, we will not intentionally disclose the Personal Data or Client Data that we collect or store to third parties without the consent of the Client, including a potential or former client.

We will disclose information to the following third parties, consultations and associates whom work on our behalf; associates and training providers (including the e-Learning training provider) who provide services the business required; Client's Insurance Service Providers, if you consent to us doing so; accountants and associated on-line account service. We will not pass your personal or client data onto third parties for marketing purposes.

Personal or client data may also be passed to third parties in the following circumstances: We may disclose Personal Data or other information if required to do so by law or in the good faith belief that such action is necessary to comply with applicable laws, in response to a facially valid court order, judicial or other government warrant, or to otherwise co operate with law enforcement or other governmental agencies (including the Health and Safety Executive, Environmental Health Officer or Fire Protection Service).

We also reserve the right to disclose Personal Data or other information that we believe, in good faith, is appropriate or necessary to (i) take precautions against liability, (ii) protect ourselves or other from fraudulent, abusive, or unlawful uses or activity, (iii) investigate and defend ourselves against any third-party claims or allegations, (iv) protect our property or other legal rights, enforce our contracts, or protect the rights, property or safety of others.



51 Willow Road Carlton Nottingham NG4 3BH

GDPR STATEMENT

DATA SECURITY

We have implemented appropriate internal security procedures to protect the disclosure of personal data. Any breaches in our security will be resolved as soon as practicable.

PERSONAL DATA AND INDIVIDUAL'S RIGHTS

GDPR gives individuals whose personal data is held by Greenwood Cooling Services Ltd specific rights to access and rectify personal data held about them. If you wish to access or amend the personal data we hold, or you wish for us to delete information we hold then contact us at Greenwood Cooling Services at 51 Willow Road Carlton Nottingham NG4 3BG tel 0115 9521866 or email us at info@greenwoodcooling.co.uk

DATA RETENTION

We only retain the personal data collected for as long as we need it to fulfil the purposes of which we have initially collected it, or as necessary to comply with our legal obligations, and to comply with insurance requirements as follows:

Accounts information is retained for a period of 7 years in accordance with the taxation laws

Non-safety related personal data is destroyed 6 months after termination of a contract

Safety related personal data and client data is retained for a period of 7 years in line with our insurance provider's requirements

Specific safety related personal data and client data is retained for 40 years in line with the client's employer's liability insurance requirements