

GDPR

GDPR is the new general data protection regulations which come into force on the 25th May 2018. It's there to ensure that companies handle data correctly.

To ensure that Price Engines complies with GDPR regulations, we ensure that all data is collected, handled and used in a manner that is fair, lawful and limited to the required usage. Data will be maintained accurately, destroyed in a timely manner and kept secure.

Operating Fairly

To be considered to be operating fairly we inform the customer about:

- **What data we hold about them** - such as their name, contact details & address.
- **What we'll do with it** - we tell the customer that we will securely pass their details to a maximum of 4 companies to provide them with quotes for their current project. We will also ensure that the companies we deal with understand their responsibilities with regard to data processing.
- **Why we hold it** - we hold their information as they have registered their interest in home improvements and have asked to be contacted about getting quotes.
- **How long we will hold it for** - We consider that one enquiry has a life of 6 months and we will maintain regular contact with the customer to verify that the details we have are maintained correctly.
- **How they opt out** - We allow customers to opt out at any time and we will remove their details from our database.

We will provide the customer with this information in plain, clear language free of charge as soon as possible after collecting the data.

Operating Lawfully

- **The Right To Be Informed** - Data subjects have the right to lodge a complaint, withdraw their details and be informed about how to contact the company's data controller.

- **The Right Of Access** - We don't charge to provide access to stored data and on request we will provide access to all data we hold as well as information about we gathered the information and how it's been processed.
- **The Right To Rectification** - Individuals are entitled to have personal data rectified if it is inaccurate or incomplete. If necessary we will inform any third parties that we have passed the data to ensure they rectify incorrect data.
- **The Right To Erasure** - The right to erasure does not provide an absolute 'right to be forgotten' but, if requested, we will remove all identifiable data from our systems and ensure that there is no further processing.
- **The Right To Restrict Processing** - The Data Subject has the right to say that we can only use certain parts of their information or say that it can only be processed in certain ways and we will always comply with these requests as closely as possible.
- **The Right To Data Portability** - If customers ask us for a copy of the information we hold we will provide it in a format that they can take elsewhere.
- **The Right To Object** - We use data in various ways. If customers request that we only the data for certain purposes we will comply with that request.
- **Rights In Relation To Automated Decision Making And Profiling** - Some of our processes are automated. By contacting our data controller, data subjects can request that a human intervenes in automated processes.

The GDPR covers the Accountability required by the Data Controller

Accountability Principle:

We will demonstrate that we are handling the data according to the regulations by:

- Forming Data Protection Policies.
- Training staff

- Maintaining relevant documentation on data processing activities and policies.

-

These policies include:

- Removing Unnecessary Data
- Anonymising data where possible (Pseudonymisation)
- Specified security measures
- Monitoring processing and activities

We will document the above along with:

- Names and details of any third party companies involved
- Name of the Data Controller
- Why we hold the data
- What types of data are held
- Details of other partners that we handle data with how long we'll hold the data for an overview of the process and security measures.

This will be kept on file, and kept up to date for inspection by the ICO if necessary.

If you believe that a data breach has taken place please contact the data controller immediately using the contact details on the website : <http://safeaddress.uk>