



Data Protection & Privacy Policy & Procedure

Data Protection Policy Statement.

Sanctuary SHE is committed to full compliance with the requirements of the General Data Protection Regulation and will therefore follow procedures which aim to ensure that anyone working for or on behalf of Sanctuary SHE who has access to any personal data held by or on behalf of Sanctuary SHE is fully aware of and abide by their duties under the General Data Protection Regulation (2018).

Handling personal data.

Sanctuary SHE needs to collect and use information about customers. In order to comply with regulations and ensure the confidence of these groups of people, Sanctuary SHE will always:

- Strive to collect and process only the data or information which is needed.
- Use personal data for such purposes as are described at the point of collection, or for purposes which are legally permitted.
- Strive to ensure information is accurate.
- Not keep information for longer than is necessary and securely destroy data which is no longer needed.
- Take appropriate technical and organisational security measures to safeguard information. (Including unauthorised or unlawful processing and accidental loss or damage of data).
- Ensure that the rights of people about whom information is held can be fully exercised under the General Data Protection Regulation.

These rights include:

- The right to be informed.
- The right of access to personal information.
- The right to request rectification.
- The right to request erasure.
- The right to restrict processing in certain circumstances.
- The right to data portability.
- The right to object to processing.

The principles of Data Protection.

Anyone processing personal data must comply with the following 6 principles of good practice that require that personal data should be:

1. Processed lawfully, fairly and in a transparent manner in relation to individuals.
2. Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
3. Adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.



4. Accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate are erased or rectified without delay.
5. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
6. 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.

The Act provides conditions for the processing of any personal data. It also makes a distinction between personal data and 'special category' data.

Personal data is defined as any information relating to an identified or identifiable natural person.

Special category data is defined as personal data consisting of information as to:

- Racial or ethnic origin
- Political opinion
- Religious/philosophical beliefs
- Trade union membership
- Physical or mental health or condition
- Sexual life or sexual orientation
- Biometric data

Procedures.

The following personal information may be collected by Sanctuary SHE:

- Customer details, including name, address & contact number/email address. These details are stored electronically on a password protected computer. Details are only kept as long as Sanctuary SHE continues to work for the customer.
- Signed customer agreements are kept in a folder and are only retained for as long as Sanctuary SHE continues to work for the customer.
- Details of customer business activities and how these activities are carried out. In order to provide Health, Safety & Environmental services it is necessary for Sanctuary SHE to gather information about the customer's business and working practices. This information is stored electronically on a password protected computer. Details are only kept as long as Sanctuary SHE continues to work for the customer.
- Details of customer employees & sub-contractors. Sanctuary SHE may carry out training & competence assessments of customer employees and evaluation of sub-contractors. The information gathered is stored electronically on a password protected computer. Details are only kept as long as Sanctuary SHE continues to work for the customer.



Privacy

Introduction

This Privacy Policy outlines Sanctuary SHE practices with respect to information collected from users who access our website at <https://www.sanctuarieshe.co.uk> or otherwise share personal information with us.

Grounds for data collection

Processing of your personal information (i.e. any information which may potentially allow your identification through reasonable means; hereinafter " Personal Information ") such as is necessary for the performance of our contractual obligations towards you and providing you with our services, to protect our legitimate interests and for compliance with legal and financial regulatory obligations to which we are subject.

What information do we collect?

We collect information through our Contact us page, including name, email address, and information you provide relating to your enquiry.

User Rights.

We do not rent, sell or share Users' information with third parties.

We may use the information for the following:

- Communicating with you – sending you notices regarding our services and responding to any customer service issue you may have.

You may request to:

1. Receive confirmation as to whether or not personal information concerning you is being processed and access your stored personal information, together with supplementary information.
2. Receive a copy of personal information you directly volunteer to us in a structured, commonly used and machine-readable format.
3. Request rectification of your personal information that is in our control.
4. Request erasure of your personal information.
5. Object to the processing of personal information by us.
6. Request to restrict processing of your personal information by us.
7. Lodge a complaint with a supervisory authority.

However, please note that these rights are not absolute and may be subject to our own legitimate interests and regulatory requirements.

If you wish to exercise any of the above rights or receive more information, please contact our Data Protection Officer ("DPO") using the details provided below:

Daphne Withers

daphne@sanctuarieshe.co.uk

Daphne Withers
CMIOSH
PIEMA REnvP
Sanctuary SHE
Safety Health Environmental



Lynbrook
Rosebank Road
Milverton
Taunton TA4 1PW
t: 07976 868664

Retention

We will retain your personal information for as long as necessary to provide our services, and as necessary to comply with our legal obligations, resolve disputes and enforce our policies.

We may rectify, replenish or remove incomplete or inaccurate information, at any time and at our own discretion.

Updates or amendments to this Data Protection & Privacy Policy

We reserve the right to periodically amend or revise the Data Protection & Privacy Policy; material changes will be effective immediately upon the display of the revised policy. The last revision will be reflected in the "Last modified" section. Your continued use of the Platform, following the notification of such amendments on our website, constitutes your acknowledgment and consent of such amendments to the Privacy Policy and your agreement to be bound by the terms of such amendments.

How to contact us

If you have any general questions about the Site or the information we collect about you and how we use it, you can contact us at daphne@sanctuaryshe.co.uk

Sanctuary SHE
Lynbrook
Rosebank Road
Milverton
TA4 1PW

V2 Last Modified 29.04.24