

## **General Data Protection Regulation – Policy**

William Street Services Limited hereby provide a compendary policy statement relating to GDPR commitments - demonstrating how we manage personal data in line with the current Data Protection Act 2018.

William Street Services Limited has a legal obligation to adhere to all applicable government legislation. Our DP Policy relates to all Personal Data collected, processed and stored. This encapsulates; our staff, supplier and delivery personnel and customers alike – no discrimination in regards to rights of Data Subject.

Our DP Policy covers all data aspects, both personal and sensitive, stored either electronically or by hand and will be handled the same, unless alternatively shown / highlighted.

William Street Services Limited is the Data Controller (DC) and will be known as this, and will process and store personal data relating to the following:

- Employees of William Street Services Limited
- All customers of William Street Services Limited
- All Service providers contracted by William Street Services Limited
- All Suppliers to William Street Services Limited

The General Data Protection Regulation instructs the DC to collected and governed personal/sensitive Data in a transparent and legal manner, some staff my not be knowledgeable in this subject – We the Company/DC have a responsibility to inform our personnel.

We securely keep all contact details of customers electronically

- Customer Names and Addresses
- Customer Contact number – Mobile or landline
- Email addresses for quotes and invoices
- Private Clients, Corporate Customers and Walk-in Customers Car Registration numbers recorded and kept on the system securely for MOT reminders, servicing and repairs history
- Customer car keys kept securely in a key safe locked at the end of every shift

We ask all of our clients if it ok to keep their contact details, company details for business purposes – We do not sell, pass on Personal or Sensitive Data

We operate CCTV at William Street Services Limited for security, safety and management purposes.

Customers are made aware through signage on the premises and there is a TV monitor just behind reception. We do not sell, pass on any captured data, we do however make the authorities aware of any unusual activity recorded.

Should any formal / written requests from a Data Subject for personal data – Subject Access Request will be forwarded directly to the Data Protection Officer swiftly.

Data Controller at William Street Services utilise the following Data Processes:

- Autowork Online
- Xero.com
- Email
- Telephone system stores phone numbers
- [www.williamstreetservices.co.uk](http://www.williamstreetservices.co.uk) – Website

All of the above Data managed and controlled by William Street Services Ltd within the parameters of the legislation – General Data Protection Regulation May 2018. Open and transparent but totally secure.

Kind Regards

Philip Goldberg

Accounts/Admin Manager



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