



Crusader Products Privacy Notice - May 2018

GDPR Privacy Notice

Crusader Products is committed to respecting and safeguarding your privacy and the processing of your personal information for legitimate and lawful business purposes in line with the General Data Protection Regulation (GDPR) compliance.

The new regulation ensures and enforces your right to have your privacy respected and your data protected. It also enables you to have easier access to the personal information organisations hold about you to ensure it is accurate, up to date and processed lawfully and fairly.

The company acts as both a "data controller" and "data processor".

The company is committed to protecting the rights and freedoms of data subjects ensuring the safe and secure processing of their data in accordance with the GDPR regulations. The company will comply with GDPR and will ensure that all personal data is fairly and lawfully obtained and processed and securely held, in accordance with this policy.

How we receive your data

The Company receives your data either directly from you ("**the data subject**") or from your chosen representative, Data is received either manually or electronically.

Principles of the GDPR

The data protection principles set out the main responsibilities for organisations and stipulates the following for personal data:

1. Lawful, fair and transparent
2. Limited for it's purpose
3. Data minimisation
4. Accurate
5. Retention
6. Integrity and Confidentiality

The data we hold to provide care for you or employment

We will only hold the necessary "Personal Data" that is required to provide a care service for residents or employment for employees.

For further information on the different classifications of data please refer to the ICO's website at <https://www.ico.org.uk>

What we do with your data

Our **lawful basis** for processing your data is:

- **Contract:** the processing of your personal data is necessary for the contract we have with you or because you have asked us to take specific steps before entering into a contract with us.
- **Legal obligation:** the processing is necessary for the company to comply with the law (not including contractual obligations).

When we process your data the company will ensure that we always keep your Personal Data rights in the highest regard and take into account all of your data protection rights in compliance with the General Data Protection Regulation and the safeguarding of your data.

Who do you share my data with?

The company will only share data with other entities when we have received written consent from you. Please note: We will not under any circumstances share or process your data for any marketing purposes.

Your rights

You as the "**Data Subject**" have the following:

1. ***The right to be informed*** - You have the right to be informed of how we use and collect your data
2. ***The right of access*** - You have the right to access your personal data
4. ***The right to rectification*** - You have the right to correct any information we hold about you either verbally or in writing.
5. ***The right to erase*** - This is not an absolute right and only applies in certain circumstances
6. ***The right to restrict processing*** - Data Subjects have the right to request the restriction of their personal data however this is not an absolute right and only applies in certain circumstances
7. ***The right to data portability*** - The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services.

8. **The right to object** - Data Subjects have the right to object to:
- Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
 - Direct marketing
 - Processing for purposes of scientific/historical research and statistics
9. **Rights in relation to automated decision making and profiling** - The GDPR has provisions on:
1. Automated individual decision-making (making a decision solely by automated means without any human involvement) and;
 2. Profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision making process.

For further information on and detail on any of the above please refer <https://www.ico.org.uk>

How long do you hold my data?

We are required by law to hold your information for as long as is necessary to comply with our statutory and contractual obligations and in accordance with our legitimate interests as data controller. The company's review retention periods periodically which will be updated.

Data Security

The company ensures that appropriate technical and organisational measures are taken to safeguard personal data.

All systems are hosted in securely managed environments where appropriate disaster recovery and backup up procedures are in place.

Subject Access Requests

Data Subjects have the right to access their personal and supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing. The data subject will have the right to obtain:

- Confirmation that their data is being processed
- Access to their personal data and other supplementary information.

How we keep you informed of any changes

Any policy changes either due to internal processes or future changes in regulation and legislation will be shared on our website and/or through an email or postal notification.

If you are unhappy with any aspect of how your information is has been collected and/or used, you can make a complaint to the Data Protection Officer (DPO) in writing, by email or phone: Katey Tebbutt, katey@crusaderproducts.co.uk