



ELECTRICAL · FIRE · SECURITY

AEC PRIVACY POLICY

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1. What is GDPR?

GDPR (General Data Protection Regulation) is a new legislation that came into place in May 2018 and replaced the current Data Protection Act. It is designed to protect the rights of EU citizens and their personal information. GDPR introduces new obligations for organisations and more rights for individuals, therefore it is essential that as recruiters you read and familiarise yourself with the changes. **GDPR impacts how we process and store client data.**

What information does GDPR apply to?

GDPR applies to 'personal data' which is any information or data relating to or identifying a living person. This includes data such as name, age, identification number, address, location data or online identifiers. It applies to both online data and manual hard copy data.

What rights do Contractors have?

Customers will now have to give explicit consent for the use and storage of their personal data. As Fire Alarm, Electrical and Security contractors, we will have to provide legitimate evidence for using or storing the customer's personal information.

2. Customers have the right to:

- Consent to their information being used and stored
- Have personal data erased
- Access and change their information at any time
- Know where their information is being stored
- Be notified of a data breach

What Data we Collect

The Data we collect is Certification for Maintenance, Installation work Carried out i.e. Job Sheets, Certificates of Compliance, Invoices, Name, Addresses, Contact details and Emails.

How we use your Data

AEC data is secured and password protected, the data (as above) is stored and this data is sent to you upon completion of works. It is also stored for routine maintenance to contact you when your next contracted service/ Inspection is due. Customers who are monitored, this data may be used out of hours in the event your fire/intruder alarm activates and we need to attend.

How we store your data

All customer details will be stored on our CRM system and main company server only. We will no longer store them anywhere else on computers, laptops etc. Your personal data can also be within our email systems but under their own folders that are easily removed if needed.

If personal information of a customer is not required to be stored on our CRM, server and emails it will be removed from our system permanently.

Request to have personal data erased

If you request to have personal data erased we will aim to have this completed within 30 days. We will remove you from the CRM system, emails, server and any databases for marketing etc. We will delete any data and shred all hard copies. Data that we may have to keep would include any certificates relating to any properties as it is a legal requirement for electrical and fire safety for these to be stored for a minimum of 7 years.

Contacting AEC

If you would like to have personal data erased please contact office@aecelectricaltd.com or telephone **01202 692728, Director Gemma Palladino**

3.If there is a breach

We have up to 72 hours from the moment you are aware of the breach to contact the ICO (Information Commissioner's Office) and the individual/s involved. We must report the incident to the customer and show the steps taken in trying to protect evidence and data.

Trail of Evidence

The most important part of the GDPR legislation is to prove legitimate reason. Our company will need to ensure that we can prove your compliance with a **trail of evidence**. We would upload the chains of emails from our records, any phone or face-to-face communications that are added to your files on the database and the consent form/ Contract if applicable. If there is a breach we have up to 30 days to report this to the Data Protection Officer and to you as the customer involved, informing you of the breach and that we are dealing with the breach.

AEC Reserves the right to change our Policy in accordance with any changes to the GDPR.