

**Out of Hours Typing Ltd**  
**Data Protection Policy**  
**May 2018**

**1. Introduction**

This Policy sets out the obligations of Out of Hours Typing Ltd, a company registered in the United Kingdom under number 6007030, whose registered office is at 21 Champford Lane, Wellington, Somerset, TA21 8BH (“the Company”) regarding data protection and the rights of business contacts/clients (“data subjects”) in respect of their personal data under EU Regulation 2016/679 General Data Protection Regulation (“GDPR”).

The GDPR defines “personal data” as any information relating to an identified or identifiable natural person (a “data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

This Policy sets the Company’s obligations regarding the collection, processing, transfer, storage, and disposal of personal data. The procedures and principles set out herein must be followed at all times by the Company, its agents, contractors, or other parties working on behalf of the Company.

The Company is committed not only to the letter of the law, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals.

**2. The Data Protection Principles**

This Policy aims to ensure compliance with the GDPR. The GDPR sets out the following principles with which any party handling personal data must comply. All personal data must be:

- 2.1 Processed lawfully, fairly, and in a transparent manner in relation to the data subject.
- 2.2 Collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- 2.3 Adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- 2.4 Accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which it is processed, is erased, or rectified without delay.
- 2.5 Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed and 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.

### **3. The Rights of Data Subjects**

The GDPR sets out the following rights applicable to data subjects (please refer to the parts of this policy indicated for further details):

- 3.1 The right to be informed (Part 12).
- 3.2 The right of access (Part 13);
- 3.3 The right to rectification (Part 14);
- 3.4 The right to erasure (also known as the 'right to be forgotten') (Part 15);
- 3.5 The right to restrict processing (Part 16);
- 3.6 The right to data portability (Part 17);
- 3.7 The right to object (Part 18); and
- 3.8 Rights with respect to automated decision-making and profiling (Parts 19 and 20).

### **4. Lawful, Fair, and Transparent Data Processing**

4.1 The GDPR seeks to ensure that personal data is processed lawfully, fairly, and transparently, without adversely affecting the rights of the data subject. The GDPR states that processing of personal data shall be lawful if at least one of the following applies:

- 4.1.1 The data subject has given consent to the processing of their personal data for one or more specific purposes;
- 4.1.2 The processing is necessary for the performance of a contract to which the data subject is a party, or in order to take steps at the request of the data subject prior to entering into a contract with them;
- 4.1.3 The processing is necessary for compliance with a legal obligation to which the data controller is subject;
- 4.1.4 The processing is necessary to protect the vital interests of the data subject or of another natural person;
- 4.1.5 The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller; or
- 4.1.6 The processing is necessary for the purposes of the legitimate interests pursued by the data controller except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data.
- 4.1.7 The processing relates to personal data which is clearly made public by the data subject;
- 4.1.8 The processing is necessary for the conduct of legal claims or whenever courts are acting in their judicial capacity;

### **5. Specified, Explicit, and Legitimate Purposes**

5.1 The Company collects and processes the personal data set out in Part 21 of this Policy. This includes personal data collected directly from data subjects.

- 5.2 The Company only collects, processes, and holds personal data for the specific purposes set out in Part 21 of this Policy (or for other purposes expressly permitted by the GDPR).
- 5.3 Data subjects are kept informed at all times of the purpose or purposes for which the Company uses their personal data. Please refer to Part 12 for more information on keeping data subjects informed.

## 6. **Adequate, Relevant, and Limited Data Processing**

The Company will only collect and process personal data for and to the extent necessary for the specific purpose or purposes of which data subjects have been informed (or will be informed) as under Part 5, above, and as set out in Part 21, below.

## 7. **Accuracy of Data and Keeping Data Up-to-Date**

- 7.1 The Company shall ensure that all personal data collected, processed, and held by it is kept accurate and up-to-date. This includes, but is not limited to, the rectification of personal data at the request of a data subject, as set out in Part 14, below.
- 7.2 The accuracy of personal data shall be checked when it is collected and at periodic intervals thereafter. If any personal data is found to be inaccurate or out-of-date, all reasonable steps will be taken without delay to amend or erase that data, as appropriate.

## 8. **Data Retention**

- 8.1 The Company shall not keep personal data for any longer than is necessary in light of the purpose or purposes for which that personal data was originally collected, held, and processed.
- 8.2 When personal data is no longer required, all reasonable steps will be taken to erase or otherwise dispose of it without delay.
- 8.3 For full details of the Company's approach to data retention, please refer to our Data Retention Policy.

## 9. **Secure Processing**

The Company shall ensure that all personal data collected, held, and processed is kept secure and protected against unauthorised or unlawful processing and against accidental loss, destruction, or damage. Further details of the technical and organisational measures which shall be taken are provided in Parts 22 to 27 of this Policy.

## 10. **Accountability and Record-Keeping**

- 10.1 The Company's Data Protection Officer is June Heather Dunnett.
- 10.2 The Data Protection Officer shall be responsible for overseeing the implementation of this Policy and for monitoring compliance with this Policy, the Company's other data protection-related policies, and with the GDPR and other applicable data protection legislation.

- 10.3 The Company shall keep written internal records of all personal data collection, holding, and processing, which shall incorporate the following information:
  - 10.3.1 The name and details of the Company and its Data Protection Officer;
  - 10.3.2 The purposes for which the Company collects, holds, and processes personal data;
  - 10.3.3 Details of the categories of personal data collected, held, and processed by the Company, and the categories of data subject to which that personal data relates;
  - 10.3.4 Details of how long personal data will be retained by the Company (please refer to the Company's Data Retention Policy); and
  - 10.3.5 Detailed descriptions of all technical and organisational measures taken by the Company to ensure the security of personal data.

## 11. **Data Protection Impact Assessments**

- 11.1 The Company shall carry out Data Protection Impact Assessments for any and all new projects and/or new uses of personal data which involve the use of new technologies and the processing involved is likely to result in a high risk to the rights and freedoms of data subjects under the GDPR.
- 11.2 Data Protection Impact Assessments shall be overseen by the Data Protection Officer and shall address the following:
  - 11.2.1 The type(s) of personal data that will be collected, held, and processed;
  - 11.2.2 The purpose(s) for which personal data is to be used;
  - 11.2.3 The Company's objectives;
  - 11.2.4 How personal data is to be used;
  - 11.2.5 The parties (internal and/or external) who are to be consulted;
  - 11.2.6 The necessity and proportionality of the data processing with respect to the purpose(s) for which it is being processed;
  - 11.2.7 Risks posed to data subjects;
  - 11.2.8 Risks posed both within and to the Company; and
  - 11.2.9 Proposed measures to minimise and handle identified risks.

## 12. **Keeping Data Subjects Informed**

- 12.1 The Company shall provide the information set out in Part 12.2 to every data subject:
  - 12.1.1 Where personal data is collected directly from data subjects, those data subjects will be informed of its purpose at the time of collection.
- 12.2 The following information shall be provided:
  - 12.2.1 Details of the Company including, but not limited to, the identity of its Data Protection Officer;
  - 12.2.2 The purpose(s) for which the personal data is being collected and will be processed (as detailed in Part 21 of this Policy) and the legal basis justifying that collection and processing;

- 12.2.3 Where applicable, the legitimate interests upon which the Company is justifying its collection and processing of the personal data;
- 12.2.4 Details of data retention;
- 12.2.5 Details of the data subject's rights under the GDPR;
- 12.2.6 Details of the data subject's right to withdraw their consent to the Company's processing of their personal data at any time;
- 12.2.7 Details of the data subject's right to complain to the Information Commissioner's Office (the "supervisory authority" under the GDPR);
- 12.2.8 Where applicable, details of any legal or contractual requirement or obligation necessitating the collection and processing of the personal data and details of any consequences of failing to provide it; and

### 13. **Data Subject Access**

- 13.1 Data subjects may make subject access requests ("SARs") at any time to find out more about the personal data which the Company holds about them, what it is doing with that personal data, and why.
- 13.2 Employees wishing to make a SAR should do using a Subject Access Request Form, sending the form to the Company's Data Protection Officer at 21 Champford Lane, Wellington, Somerset, TA21 8BH.
- 13.3 Responses to SARs shall normally be made within one month of receipt, however this may be extended by up to two months if the SAR is complex and/or numerous requests are made. If such additional time is required, the data subject shall be informed.
- 13.4 All SARs received shall be handled by the Company's Data Protection Officer.
- 13.5 The Company does not charge a fee for the handling of normal SARs. The Company reserves the right to charge reasonable fees for additional copies of information that has already been supplied to a data subject, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

### 14. **Rectification of Personal Data**

- 14.1 Data subjects have the right to require the Company to rectify any of their personal data that is inaccurate or incomplete.
- 14.2 The Company shall rectify the personal data in question, and inform the data subject of that rectification, within one month of the data subject informing the Company of the issue. The period can be extended by up to two months in the case of complex requests. If such additional time is required, the data subject shall be informed.

### 15. **Erasure of Personal Data**

- 15.1 Data subjects have the right to request that the Company erases the personal data it holds about them in the following circumstances:
  - 15.1.1 It is no longer necessary for the Company to hold that personal data with respect to the purpose(s) for which it was originally collected or processed;

15.1.2 The data subject wishes to withdraw their consent to the Company holding and processing their personal data;

15.1.3 The data subject objects to the Company holding and processing their personal data (and there is no overriding legitimate interest to allow the Company to continue doing so) (see Part 18 of this Policy for further details concerning the right to object);

15.2 Unless the Company has reasonable grounds to refuse to erase personal data, all requests for erasure shall be complied with, and the data subject informed of the erasure, within one month of receipt of the data subject's request. The period can be extended by up to two months in the case of complex requests. If such additional time is required, the data subject shall be informed.

## 16. **Restriction of Personal Data Processing**

16.1 Data subjects may request that the Company ceases processing the personal data it holds about them. If a data subject makes such a request, the Company shall retain only the amount of personal data concerning that data subject (if any) that is necessary to ensure that the personal data in question is not processed further.

## 17. **Data Portability**

The Company does not process personal data using automated means.

## 18. **Objections to Personal Data Processing**

18.1 Data subjects have the right to object to the Company processing their personal data based on legitimate interests.

18.2 Where a data subject objects to the Company processing their personal data based on its legitimate interests, the Company shall cease such processing immediately, unless it can be demonstrated that the Company's legitimate grounds for such processing override the data subject's interests, rights, and freedoms, or that the processing is necessary for the conduct of legal claims.

## 19. **Automated Decision-Making**

The Company will never use personal data in automated decision-making processes.

## 20. **Profiling**

The Company will never use personal data for profiling purposes.

## 21. **Data Security - Transferring Personal Data and Communications**

The Company shall ensure that the following measures are taken with respect to all communications and other transfers involving personal data:

21.1 All emails containing personal data must be encrypted;

21.2 All emails containing personal data must be marked "confidential";

- 21.3 Personal data may be transmitted over secure networks only; transmission over unsecured networks is not permitted in any circumstances;
- 21.4 Personal data may not be transmitted over a wireless network if there is a wired alternative that is reasonably practicable;
- 21.5 Personal data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself should be deleted. All temporary files associated therewith should also be deleted;
- 21.6 Where personal data is to be transferred in hardcopy form it should be passed directly to the recipient; and
- 21.7 All personal data to be transferred physically, whether in hardcopy form or on removable electronic media shall be transferred in a suitable container marked "confidential".

## 22. **Data Security - Storage**

The Company shall ensure that the following measures are taken with respect to the storage of personal data:

- 22.1 All electronic copies of personal data should be stored securely using passwords and data encryption;
- 22.2 All hardcopies of personal data, along with any electronic copies stored on physical, removable media should be stored securely in a locked box, drawer, cabinet, or similar;
- 22.3 No personal data should be stored on any mobile device (including, but not limited to, laptops, tablets, and smartphones).

## 23. **Data Security - Disposal**

When any personal data is to be erased or otherwise disposed of for any reason (including where copies have been made and are no longer needed), it should be securely deleted and disposed of. For further information on the deletion and disposal of personal data, please refer to the Company's Data Retention Policy.

## 24. **Data Security - Use of Personal Data**

The Company shall ensure that the following measures are taken with respect to the use of personal data:

- 24.1 No personal data may be shared informally;
- 24.2 No personal data may be transferred out of the Company;
- 24.3 Personal data must be handled with care at all times and should not be left unattended or on view to unauthorised employees, agents, sub-contractors, or other parties at any time;
- 24.4 If personal data is being viewed on a computer screen and the computer in question is to be left unattended for any period of time, the user must lock the computer and screen before leaving it.

**25. Data Security - IT Security**

The Company shall ensure that the following measures are taken with respect to IT and information security:

- 25.1 All passwords used to protect personal data should be changed regularly and should not use words or phrases that can be easily guessed or otherwise compromised. All passwords must contain a combination of uppercase and lowercase letters, numbers, and symbols;
- 25.2 Under no circumstances should any passwords be written down or shared. IT consultants do not have access to passwords;
- 25.3 All software (including, but not limited to, applications and operating systems) shall be kept up-to-date. The Company's IT consultant shall be responsible for installing any and all security-related; and

**26. Organisational Measures**

The Company shall ensure that the following measures are taken with respect to the collection, holding, and processing of personal data:

- 26.1 Methods of collecting, holding, and processing personal data shall be regularly evaluated and reviewed;
- 26.2 All personal data held by the Company shall be reviewed periodically, as set out in the Company's Data Retention Policy;
- 26.3 Where any agent, contractor or other party working on behalf of the Company handling personal data fails in their obligations under this Policy that party shall indemnify and hold harmless the Company against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

**27. Transferring Personal Data to a Country Outside the EEA**

- 27.1 The Company will not be transferring personal data offshore.

**28. Data Breach Notification**

- 28.1 All personal data breaches must be reported immediately to the Company's Data Protection Officer.
- 28.2 If a personal data breach occurs and that breach is likely to result in a risk to the rights and freedoms of data subjects (e.g. financial loss, breach of confidentiality, discrimination, reputational damage, or other significant social or economic damage), the Data Protection Officer must ensure that the Information Commissioner's Office is informed of the breach without delay, and in any event, within 72 hours after having become aware of it.

**29. Implementation of Policy**

This Policy shall be deemed effective as of 25 May 2018. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved and authorised by:

**Name:** June Heather Dunnett  
**Position:** Director and Data Protection Officer  
**Date:** 25 May 2018