Andrew Compton

21 Mulberry Close

Stotfold

Hitchin

Hertfordshire

SG5 4NL

11/10/18

To whom it may concern:

As you are aware, the new General Data Protection Regulations came into effect on 25 May 2018.

As part of this there is a requirement for all companies to put in place an appropriate form of “Controller/Processor agreement”.

I have identified your organisation as one with whom I share Personal Data (as that term is defined in the GDPR) from time to time and so I need to agree the basis on which we will process each other’s information and perform our respective Controller/Processor obligations.

Please therefore confirm by signing the copy of this letter that:

1) You will process any Personal Data received from me in accordance with the GDPR requirements.

2) You agree to me continuing to process Personal Data received from you providing this this processed in accordance with GDPR requirements

3) That there is a legitimate purpose in each party processing Personal Information received under or in relation to the Reference Contract

4) That this letter, once signed fulfils our respective obligation to put a Controller/Processor agreement in place.

Finally, by way of information I am pleased to provide a copy of my current Privacy Policy.

Please acknowledge receipt of this letter by signing the overleaf and returning for my attention to the address above.

Yours faithfully

Andrew Compton

Name: Andrew Compton

Position: Propitiator

Signature:

Date: 1/06/18

**Compton Garden Services Privacy Policy**

**General Statement of Intent**

Compton Garden Services takes the privacy of its clients very seriously. This policy relates to all personal data (i.e. information from which a living individual can be identified, either on its own or when combined with other information) which is requested, collected, stored, used or otherwise processed by Compton Garden Services in the pursuance of its activities. Compton Garden Services takes reasonable care of all personal data, ensuring it is kept secure and preventing any unauthorised access or unlawful use of it. All information is processed in accordance with the applicable UK data protection legislation and The General Data Protection Regulation (GDPR).

**Collection of Personal Data**

The GDPR states that personal data may only be collected for specified, explicit and legitimate purposes.

Compton Garden Services collects personal data from clients as follows:

• Where a client contracts with me for the provision of any goods or services, I will collect contact details about the individuals, e.g. names, email addresses and telephone numbers.

• If you contact me for any other purpose, for example general company information requests, I may keep a record of that contact and the information you provide me with at that time including your name, e-mail address, correspondence address and telephone number).

• If your personal data is on publicly available sources (such as LinkedIn and Companies House) then I may collect your personal data that is available on these sources including your name, the name of your company/organisation (if any), the name of any.

**Use of Personal Data**

The GDPR states that personal data must be processed lawfully, fairly and transparently

The personal data collected by Compton Garden Services may be used for a number of different purposes as follows:

• Where a client contracts with me for the provision of any goods or services, I will use the contact details about the individuals within the client organisation to perform our contractual obligations and for ancillary internal management purposes which are compatible with the original purpose.

• If you contact me for with a prospective sales enquiry, I will use the information provided to deal with that enquiry, on the basis that I have a legitimate interest to do so (e.g. to follow up prospective sales leads and support tendering activities as well as for ancillary record keeping and internal management purposes).

• If you contact me to make a complaint, I will use the information provided to respond to the complaint, on the basis that I have a legitimate interest to do so (e.g. to enable me to ensure that you are satisfied with my services and to ensure that my business remains competitive in the market).

**Security and Storage of Personal Data**

Compton Garden Services stores the personal data that it holds electronically and in some cases in paper copy format. All electronic data is held in a secure manner. Access to this data is strictly controlled in accordance with GDPR good practice guidelines. Electronic data which is lost or corrupted following an IT related incident is recoverable from daily backup tapes. If there are any paper copies of any data this is held in a secure place and access is restricted to only me.

Any personal data you provide to me will be treated in the strictest confidence. However, please be aware that despite the security measures I have in place, no computer system is completely secure and there is always some degree of risk whenever personal data is transferred by electronic means.

**Updating of Personal Data**

In the event that there is a change to any of the personal data that I hold about you, please inform me of these changes in writing. To do this, please contact us by any of the means referred to below (under the section entitled Contacting Us).

**Data Retention**

I will only retain personal data for as long as is necessary having regard to the purpose for which it was collected. As a general rule, I will keep information for no longer than 10 years. This is to ensure compliance with tax, security, contract specific requirements and to ensure we have relevant information the event of a historic employment or warranty claim.

When Compton Garden Services disposes of any personal data, it does so securely and permanently.

**Your Rights in relation to the Personal Data we hold**

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data I hold about you and to check that we are lawfully processing it. To do this, please contact us by any of the means referred to below (under the section entitled Contacting Us). Your personal data will be provided free of charge (unless the request is unreasonable or excessive in which case a small fee may be charged or I may limit the level of information provided) and within 30 days in accordance with the GDPR requirements.

**Request correction of the personal data that we hold about you.**

This enables you to have any incomplete or inaccurate data I hold about you corrected, though I may need to verify the accuracy of the new data you provide to me.

**Request erasure of your personal data**

This enables you to ask me to delete or remove personal data where there is no good reason for me continuing to process it. You also have the right to ask me to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where I may have processed your information unlawfully or where I am required to erase your personal data to comply with local law. Note, however, that I may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where I am relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask me to suspend the processing of your Personal data in the following scenarios: (a) if you want me to establish the data's accuracy; (b) where my use of the data is unlawful but you do not want me to erase it; (c) where you need me to hold the data even if i no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to my use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. I will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where I am relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, I may not be able to provide services to you. I will advise you if this is the case at the time you withdraw your consent.

**Contacting Us**

If you have any queries about this privacy statement or any complaints about the way in which I handle your personal data, please contact me using one of the following options:

• Website: www.comptongardenservices.co.uk

• E-mail: info@comptongardenservices.co.uk

• Post: 21 Mulberry Close, Stotfold Hitchin, Herts, SG5 4NL

• Telephone: 01462- 658369

I will investigate any complaint promptly with a view to resolving the matter as swiftly as possible.