



GMS Services Limited
General Data Protection Regulation
(GDPR)
Compliance Documents
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Introduction

GMS Services Limited have a policy of good practice to share information between clients and suppliers to achieve benefits to all parties. It enhances trust and better relationships to provide improved services to all concerned. It speeds up communications and, in many cases, reduces time in providing / receiving information and in many cases, this is accomplished in real time.

GMS Services Limited are Registered with the ICO Register of Data Controllers Certificate No. Z8119242 due to the electronic data and the use of IT Systems GMS Services Limited subscribe to the Data Sharing Code of Practice and our policy regarding GDPR is outlined below:

GMS Services Limited are also aware on the necessity to Manage and Protect all data that it holds regarding employees within the business.

Precautions and processes are in place to ensure that only relevant information is shared, and a set of requirements have been met prior to any data been provided. The only employees that have the responsibility to make decisions on data sharing are the Directors of the Company.

Decisions are made on the following factors:

- a) Is the information request relevant to who is requesting it?
- b) Is there a potential benefit to all parties?
- c) Can we foresee any concerns / risks should the data be provided?
- d) Are there any legal reasons for providing or not providing the information requested?
- e) Who should be informed of data sharing and how should it be communicated?
- f) Are there sufficient security measures in place to protect the data?
- g) Clarification of who will have access to the data?

All data shared is to be documented and the reason why the data sharing was agreed. Records to be retained at our Standish Office "Employee Personal Data" paper format documents are held within a locked filing cabinet within the Managing Directors Office. Other Data is held on the Managing Directors P.C. and on our secure Directors Driver only outlining what information was provided, to whom it was provided to, when it was provided, and the Directors reason for providing the information / data and establish where the data is to be retained and for how long it will be retained.

1. Awareness

All Senior Staff and Directors at GMS Services Limited are aware and have been informed of the regulations regarding distribution of data held by GMS Services Limited. They will always refer to "Decisions are made on the following factors as

outlined in the Introduction of this Compliance Document this incorporates employees, customers, suppliers, and partners and refers to data in all formats. It is understood that in some circumstances some data must be shared when carrying out the day to day business functions. No individual is to pass or process any data that refers to any employee, customer, supplier, or partner without the express permission of Senior Management.

2. Information we hold

The information that is held by GMS Services Limited is all employee's information including pay, disciplinary actions, home address, Telephone contact numbers, next of kin, medical etc. This was provided by each employee at the time of their employment. All records will be held for a period of 5 years from the date that they leave the employment of GMS Services Limited "the reason for this is it should be requested to forward any reference in the future we would be able to provide accurate information". All data that is older than this is destroyed on site by Shred-it Limited. Prior to Shred-it Limited call at site which is monthly, all confidential information and data is held within a locked cabinet that only the Managing Director and Shred-it Limited have keys to.

We also hold client information with regards to site address and functions of each site, site contact details, site managers and staff. Some of these sites may be of a sensitive nature where vulnerable people may be present such as refuge centres, school, and elderly people's homes. We also hold sensitive information with regards to the condition of the water systems that we Monitor for compliance to regulations we also carry out Risk Assessments. All this information is provided by the client at the start of each contract. All records will be held for a minimum of 7 years as requested under the Governments Health and Safety Commissions requirements under the control of Legionella Bacteria in Water Systems Regulations.

We hold pricing information from our suppliers who may be competitors to each other. This information is held within our offices at Standish Wigan and is used for pricing for works, this is commercially sensitive information and is crucial that this information is used for pricing purposes only. All prices are destroyed once they are adjusted by our suppliers. All prices are supplied to GMS Services Limited by each supplier directly to GMS Services Limited.

We also hold information on our competitors. This has either been passed to ourselves or has been found via freedom of information data.

3. Communicating privacy information

GMS Services Limited communicate all aspects of how and what privacy information can be shared through training presentations, Notice Board Displays and one to one discussions with all staff. We identify ourselves as GMS Services Limited and inform

them of the reason that we are requesting the information along with the purpose of use of the information through a privacy notice. At the time of the request we also inform the individual, client, or supplier that the information will only be held for the period of time that the information is relevant for. example the period of employment plus 5 years, Clients for the period of the contract + 7 years and for suppliers for the period until they inform GMS Services Limited of changes to prices or product specification. With any suppliers or outside contacts, A Data Sharing Agreement between GMS Services Limited and that supplier.

We also inform them that should they have any concerns that there has been a data breach or that the data has been wrongly handled they have the right to complain to ICO

4. Individuals' rights

Each individual has the right to have their personal information held by GMS Services Limited removed / deleted from the system and register. Each individual has the right to be informed of what data is held and to have full access to it. They also have the right to ensure that any errors are rectified, and incorrect information be erased. They have the right to restrict who their data is shared with. All data sharing carried out will not be shared automatically by the electronic system but will always be managed by a senior member of staff, with the consent of each individual.

Removal of any data that is requested to be removed / deleted will be carried out by a senior member of staff and the register will be updated with the date of the request for deletion and the date of deletion. This should be within a 24-hour period of notification.

The only personal data held is that that has been provided by the individual to GMS Services Limited and will only be shared with personal consent or for the performance / tender for a contract. All data will be held in a readable format with no inscription. Any individual requesting information on the Data held on themselves will be freely available free of charge

5. Subject access request

As outlined in "4. Individuals' rights" any request for access to the information that GMS Services Limited hold will be available at no cost and GMS Services Limited will provide the information to the individuals within 24-hours of the request. If any request is manifestly unfounded or excessive this may be refused or charged for at an hourly rate for the time taken to extract the information by a senior member of staff. However, if a request is refused, the individual will be informed of the reason the request has been refused. They have the right to complain to the supervisory authority and to a judicial remedy. This will be performed without delay and at least within one month of the request.

6. Lawful basis for processing personal data

The lawful basis that GMS Services Limited share information is only with the consent of the individuals' and their authority to share the information. At the time that a request is made of each individual they are informed who the data will be shared with and the reason that the information sharing is required. Areas that are included within this are to our external accountant who prepares wages and the need for National Insurance Numbers, addresses etc. This is requested as a business need to pay wages. The information is also shared with HMRC for taxation purposes. All data sharing can be accessed via the Data Sharing Register. Only data will be shared within Lawful basis for processing personal data.

7. Consent

Consent will be requested for all individuals' in the form of a signed Consent letter, "Statement of Consent" this letter will be signed by both parties and dated. Each party will retain a signed copy of the Consent letter and the GMS Services Copy will be retained within the GDPR file held at their head office for records, reviews, and management purposes.

The Consent letter includes all third-party controllers who will rely on the Consent, lawful basis for processing personal data with the name of recipient of the data along with the purpose that it is intended to be used for. It is clearly stated that the consent is based on a positive opt-in process. This document will be held separately from other terms and conditions. All individuals' have the right to withdraw consent and they will be informed when this has been carried out. Full records of Consent will be retained by GMS Services Limited for the duration of their employment and will be reviewed on a regular basis and will be refreshed should there be any changes. Consent is not a precondition of Service. However, it may cause some difficulties for GMS Services Limited with regards to the activities they may be required to perform on behalf of GMS Services Limited and their Clients. Consent should be provided freely and GMS Services Limited will not be over-reliant on Consent.

8. Children

GMS Services Limited do not offer any online services to children of any age. However, GMS Services Limited has and intends to in the future offer "Work Experience" to School Leavers from time to time. With respect to this activity then some personnel data will be held by GMS Services Limited although this is restricted. In these circumstances then consent will be sought from the person holding 'parental

responsibility' for the child in writing, this consent will be in understandable text that is verifiable.

9. Data Breaches

The present protection of our server network is via ESET virus signature database that act as a security system firewall for the system. This is backed up by Des Lock that protects data in the form of client, personnel, and supplier's information by encryption process of all electronic data that is transmitted from GMS Services Limited computer systems. Our Web Based Electronic data base that GMS Services Limited hold data on client properties and our supplier's information is protected by our programme supplier Sales Force, this programme is GDPR Compliant. The systems are scanned to ensure that there have been no breaches of data and alert us if any breaches have been attempted. Any e mail that is received by any GMS Services Limited employees that the employee does not know of the sender of the e mail or does not know the email address that the e mail was sent from, automatically contacts a member of the senior staff who report and forward the e mail to out I.T. consultants. E mails that are not known are not to be opened by any employee of GMS Services Limited, these must be forwarded to IT who will quarantine the e mail in a secure vault.

If a breach or a suspect breach all parties will be informed as soon as it is possible to alert them of the possible breach of information. Any breach is reported to ICO as soon as it is possible to provide all the information required.

10. Data Protection by Design and Data Protection Impact Assessment.

DESlock+ Encryption provides Full Disk Encryption, Removable Media Encryption, File & Folder Encryption and E Mail Encryption and is fully compliant with GDPR regulations.

Data Protection Impact Assessments will be carried out on any process that is possible to result in a high risk to an individual's interests. The screening checklist can be found in document gms/gdpr/dpia/doc001 when completing this checklist consideration to both the likelihood and severity of any impact on individuals where high risk could result in a high probability of some harm to a low risk could result in a possibility of serious harm. If a High Risk is identified and this cannot be mitigated, then consultation with the ICO should be conducted prior to carrying out the process.

Process to be followed for DPIA screening

Describe the nature, scope, context, and purposes of the process being checked. Ask the data processors for assistance in understanding their document their processing and identify any associated risks. Consider how best to consult individuals. Ask for the advice of our data protection officer if required. Check that the processing is necessary and proportionate to our purposes and describe how we will ensure data protection compliance. Carry out an objective assessment of the likelihood and severity of any risks to individuals' rights and interests. Identify measures that can put in place to eliminate or reduce high risks. Record the outcome of the DPIA, including any difference of opinion with the DPO or individuals consulted. Implement the measures identified and integrate them into our project plan. The ICO will be consulted before processing if we cannot mitigate high risks. Maintain and review all DPIAs under review and revisit them if necessary.

11. Data Protection Officer

The Data Protection Officer (DPO) for GMS Services Limited is Mr Howard Frank Parry the Managing Director. In his absence Mrs Gemma Ollerton has authority to assist in (DPIA)s and other data related exercises.

12. International

GMS Services Limited do not carry out any cross-border processing of Data. Should this change in the future a process for GDPR will be incorporated within this policy.