

Soil Property Testing Ltd.

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HS 13.9 Customers and Suppliers Privacy Notice complying with General Data Protection Regulations (GDPR)

(Superseding the UK Data Protection Act 1998)

SPT Ltd - Privacy Policy

This privacy policy sets out how the Company, (SPT) uses and protects any information given by yourselves.

The Company is committed to ensuring that your privacy and confidentiality is protected. When we ask you to provide information by which you can be contacted, you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We collect the following information and record it in both an electronic and paper form:

- Your name and position
- Company name
- Contact information including email address and telephone numbers
- Address and postcode for reporting and invoicing purposes
- The name of the site or contract details
- Your credit reference details, and two previous references for larger contracts

What we do with the information we gather

We require this information from you as a customer or supplier for the following reasons:

- To create a customer or supplier account for yourselves
- Customers - To create laboratory databases to enable us to book in samples, test, and generate confidential test reports to yourselves by electronic means.
- To enable us to keep a database of your history and technical records for at least 6 years for your own convenience, UKAS regulations, and our own reference in case of future litigation.

- Suppliers – To enable us to make payments by electronic means or cheque.
- To enable us to check that correct insurances , and test accreditation are in place in the case of subcontract laboratory suppliers
- Internal Account keeping enabling invoices to be generated/ received and Profit and Loss and Balance sheets to be created, and Top Customer lists to be generated for admin purposes.
- To enable us to check, and improve our service to you.
- To respond to your comments, or customer complaints, including to investigate and audit any such complaints

Security

We are committed to ensuring that your information is secure and in the case of test reports, confidential to yourselves. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic data protection and encryption, and managerial procedures to safeguard and secure all information we hold.

We will only divulge test report / site information to others with your specific and written consent. (email is acceptable).

Should we use emails to send results to a group of engineers including you, we will not disclose your email address to others on the list, but protect this by using the BCC Blank Carbon Copy, unless you give us formal permission to open copy.

Your Rights including that of Access and Withdrawal of your data

These comprise the rights to:

- be informed of any proposals to make changes to the use of your contract data
- see a copy of your data, as we have it listed
- correct any errors
- ask for your data to be removed
- have a copy of your data entries
- object to any data being held

To exercise your right to access your data you may do this by emailing or writing to the Managing Director or Chairman . You can ask for a copy of the data to be returned either in letter form or as part of an email. The GDPR requires us to respond to your request within one month.

Consent

The General Data Protection Regulations require that we obtain your permission to record your personal data as listed above and to use it as described for the processes and conditions in this privacy notice. This privacy notice will therefore be sent out, not the least, when our terms and conditions are supplied.

Issued by: S.P. Townend. FGS. Chairman

Reviewed: 1st Feb 2019 Version 2