DAY GROUP LTD

IT Department

Privacy Policy

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Table of Contents

1 Introduction: How we collect and use your information 3
2 Web hosting 3
3 Sharing of information 3
4 People who contact us via social media 3
5 People who email us 3
6 Enquiries submitted via contact forms on our website 4
7 Clients: Prospective, current and former clients 4
8 Initial enquiry 4
9 How long is the information retained for? 4
10 Use of other data processors 5
11 Legal basis for collecting your data 5
12 Your rights 5
13 Complaints or queries 5
14 Access to personal information 6
15 Disclosure of personal information 6
16 Links to other websites 6
17 Changes to this Privacy Policy 6
18 How to contact us 7

Privacy Policy

1 Introduction: How we collect and use your information

EU regulations on data protection and privacy, collectively known as GDPR (General Data Protection Regulations), were adopted in their entirety by the UK on the 1st January 2021. The law covers the key principles along with the rights and obligations when processing personal data in the United Kingdom and sits alongside the Data Protection Act 2018. It applies to any organization that offers goods and services to individuals in the UK.

This privacy policy tells you what to expect when Day Group Limited collects personal information. It applies to information we collect about:

- Visitors to our website
- People who contact us via social media
- People who call our office telephone number
- People who email us
- Job applicants and our current and former employees
- Our current and former suppliers
- Clients: prospective, current and former clients

We are the sole owner of the information collected on this site. We will not sell, share or rent this information to others.

2 Web hosting

Our website is hosted by a third party provider. You can view their terms here. The server is hosted in the UK and the website is equipped with security monitoring including access logs and brute force prevention. Both the database and user access information are encrypted, and only relevant internal users have access to the login details to perform maintenance or agreed work.

3 Sharing of information

We do not share any information we receive from this website with any third party sources, unless we are obliged to do so in order to fulfil legal or regulatory requirements.

4 People who contact us via social media

We do not use a third party provider to manage our social media interactions. We currently have a social media presence on X, LinkedIn, Facebook and Instagram, which we manage ourselves. You may wish to consult the privacy policies of these sites.

If you send us a private or direct message via social media the message will be stored by the respective social media platform.

5 People who email us

Emails sent via your own email provider:
We will monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

6 Enquiries submitted via contact forms on our website

All enquiries submitted via the contact forms on our website are encrypted by SSL. If you use our online website contact forms, all enquiries will be collected and stored by a data processor on our behalf (please refer to Section 10).

7 Clients: Prospective, current and former clients

If you have any queries about the process or how we handle your information please contact dpm@daygroup.co.uk

What will we do with the information you provide to us?
All the information you provide to us will only be used for the purpose of responding to your enquiry regarding our services, to provide our services to you or to fulfil legal or regulatory requirements, if necessary.

We will not share any of the information you provide during your initial enquiry (and that which you may come to provide at a later date) with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the details you provide to contact you to respond to your initial enquiry and, if appropriate, to facilitate our collaboration. We will use the other information you provide to provide our service to you and we will respect confidentiality at all times.

What information do we ask for, and why?
We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we may ask for is used to respond to your initial enquiry or translation request as thoroughly as possible. You do not have to provide the requested information but it may affect the accuracy of our response if you do not.

8 Initial enquiry

We will ask you for your personal details including name and contact details in order to be able to respond to your enquiry.

In the case of a request for a quotation, we may ask for further information in order to provide the most accurate quotation. Enquiries may be stored both electronically and as hard copies. Our management team will have access to all this information.

9 How long is the information retained for?

If we establish a business relationship to provide to you, all information you provide will be retained by us in full as part of our electronic and physical records for the duration of the period specified in the contract between us, or as stipulated by relevant industry regulations.

If we do not progress beyond your initial enquiry, the information you have provided until that point will be retained for twelve months from the date of receipt of your initial enquiry.

Change to personal data is held in line with our Records Management Policy and schedule, this is available upon request.

10 Use of other data processors

We work with data processors (third party suppliers) within the scope of our business operation who may process your data whilst providing their service to us. This includes, but is not limited to:

- external bookkeepers and accountants (to maintain accurate financial records, provided to HMRC)
- external financial advisers (to administer our pension scheme via a pension provider and our Group Life Insurance scheme via an insurance provider)
- childcare scheme providers
- external IT consultants (to implement and maintain secure and efficient IT systems)
- external software developers (to develop bespoke software programs and maintain their security and functionality)
- external web designers/hosts (to maintain our website)
- external HR consultants (to advise on HR matters)
- external shredding company (to dispose of hard copy confidential waste securely: BS EN15713:2009 shredding standard accredited)

11 Legal basis for collecting your data

We have explained the main reasons why we collect personal data, the lawfulness of processing, according to Article 6 of the General Data Protection Regulation (UK GDPR), being justified by one or more of the following:

- consent has been obtained from the data subject to the processing of personal data;
- processing is necessary for the performance of a contract;
- processing is necessary for compliance with a legal obligation;
- processing is necessary for the purposes of the legitimate interests pursued by the controller

If you have any questions about the legal basis for collecting your data, you can contact us here dpm@daygroup.co.uk

12 Your rights

Under the General Data Protection Regulation (UK GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you. You can read more about these rights here.

If we do hold any information about you, you have the right to request access to, amendment of, rectification of or deletion of that information. Please write to our Data Protection Manager at the address below.

13 Complaints or queries

Day Group endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Day Group's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address in Section 18.

If you wish to make a complaint about the way we have processed your personal information, you should contact the Information Commissioner's Office as the UK's statutory body which oversees data protection law at www.ico.org.uk/concerns, or the relevant statutory body in your country.

14 Access to personal information

Day Group endeavours to be as open as possible in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation (UK GDPR). If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to Day Group for any personal information we may hold, please write to our Data Protection Manager at the address in Section 18.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by writing to our Data Protection Manager at the address in Section 18.

15 Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However, we can provide further information on request with regard to:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

16 Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

17 Changes to this Privacy Policy

We keep our privacy policy under regular review.

18 How to contact us

If you would like to request information about our privacy policy you can email us or write to:

Data Protection Manager
Day Group Ltd
Transport Avenue
Brentford
Middlesex
TW8 9HF

I have read and understood this policy and agree to abide by its terms.

Signed .....

Job Title .....