



MANUFACTURERS OF CUSTOMISED CATERING EQUIPMENT

Victoria Court, Hurricane Way
Wickford, Essex SS11 8YY

Sales 01268 574001
Tech/Spares 01268 574002
Fax 01268 574004
Web: www.matrixcatering.co.uk
Email: sales@matrixcatering.co.uk

GDPR POLICY

MATRIX STAFF GUIDELINES

- The only people able to access data covered by this policy will be those who need it for their work.
- Data will not be shared informally when access to confidential information is required. Employees can request it from the Data Protection Officer.
- Matrix will provide training to all employees to help them understand their responsibilities when handling data.
- Employees will keep all data secure, by taking sensible precautions and following the guidelines below.
- Strong passwords must be used and they will never be shared
- Personal data will not be disclosed to unauthorised people, either within the company or externally.
- Data will be regularly reviewed and updated if it is found to be out of date. If no longer required it should be deleted and disposed of.
- Employees should request help from their Data Protection Officer if they are unsure about any aspect of data protection.

DATA STORAGE

- When not required, the paper or files will be kept in a locked drawer or filing cabinet
- Employees will make sure paper and printouts are not left where unauthorised people could see them, like on a printer.
- Paper printouts will be shredded and disposed of securely when no longer required.
- When data is stored electronically, it will be protected from unauthorised access, accidental deletion and malicious hacking attempts.
- Data will be protected by strong passwords that are changed regularly and never shared amongst employees.
- If data is stored on removable media (like CD or DVD), these will be kept locked away securely when not being used.
- Data will only be stored on designated drives and servers and will only be uploaded to an approved cloud computing service.
- Servers containing personal data will be sited in a secure location, away from general office space.
- Data will be backed up frequently. Those backups will be tested regularly, in line with the company's backup procedures.
- Data will never be saved directly to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data will be protected by approved security software and a firewall.

DATA USE

Personal data is of no value to Matrix unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft.

- When working with personal data, employees will ensure the screens of their computers are always locked when left unattended.
- Personal data will not be shared informally. In particular, it will never be sent by email as this form of communication is not secure.
- Data will be encrypted before being transferred electronically. The IT manager will explain how to send data to authorised external contacts.
- Personal data will never be transferred outside the European Economic Area
- Employees will not save copies of personal data to their own computers.

DATA ACCURACY

The law requires Matrix to take responsible steps to ensure data is kept accurate and up to date. The more important it is that the personal data is accurate, the greater effort Matrix will put into ensuring its accuracy.

- Data will be held in as few places as necessary. Staff will not create unnecessary additional data sets.
- Staff will take every opportunity to ensure data is updated. For instance, confirming a customer's details when they call.
- Matrix will make it easy for data subjects to update the information Matrix holds about them. For instance via the company website.
- Data will be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number, it will be removed from the data base.
- It will be the marketing manager's responsibility to ensure marketing databases are checked against industry suppression files every six months.

SUBJECT ACCESS REQUEST

All individuals who are the subject of personal data held by Matrix are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it
- Be informed how to keep it up to date
- Be informed how the company is meeting its data protection obligations.

Subject access requests from individuals should be made by email addressed to the data controller at sales@matrixcateringsystems.co.uk who can supply a standard request form, though individuals do not have to use this.

The data controller will aim to provide the relevant data within 14 days.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

DISCLOSING DATA FOR OTHER REASONS

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances Matrix will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.