

FES Group Operational Control Document

D 10.1 - Privacy Notice (Non-Employees)



Introduction.

The purpose of this privacy notice is to provide individuals who are not employees of Forth & Oban's (F&O) with "Fair processing information" relating to how and why we process their personal data. This is a requirement of the General Data Protection Regulations (GDPR).

Company Details.

Company Name	Forth & Oban (F&O) Ltd
Address	Forth House, Pirnhall Business Park, Whins of Milton, Stirling FK7 8HW
Telephone	01786 819600
Website	www.fes-group.co.uk
Data Controller's Representative	Legal Executive

Purposes of the Processing.

We only collect and process personal data which is necessary for the following purposes and which are considered to be our legitimate interests:

- Business administration purposes.
- Purposes of delivering contractual and other business requirements.
- Making service requests such as reactive maintenance, booking of lets etc.
- General communication between individuals i.e. telephony, internet, emails, IP addresses etc.
- Deterring or detecting criminal acts i.e. CCTV etc.

Legal Bases for the Processing.

Organisations must have a valid lawful basis in order to process personal data. The legal bases we have determined are relevant for processing your personal data are:

- 6(1)(a) – Consent of the data subject (If specifically requested and granted).
- 6(1)(b) – Processing necessary for performance of a contract with the data subject or steps to enter into a contract.
- 6(1)(c) – Processing is necessary for compliance with a legal obligation.
- 6(1)(f) – Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

Recipient or Categories of Recipients of the Personal Data.

- Internal departments - As required to fulfil the legitimate interests stated above i.e. Helpdesk, operations, risk etc.
- Customers - Where we are required to provide personal data or for the purposes of complying with contracts i.e. Making service requests and reporting on them such as reactive maintenance, booking of lets etc.
- Statutory bodies - Which require personal data for legal reasons such as Police, HMRC, DWP, Sheriff Officers, HSE, Local Authorities etc.

Retention Periods for Personal Data.

We only retain personal data for as long as we need to. Generally, we keep personal data for the period of the contract plus three (3) years but there are exceptions. Contact our representative for further details.

Existence of Data Subjects' Rights.

Individuals have the following rights under data protection legislation:

1. Right to be informed.
2. Right of access.
3. Right to erasure.
4. Right to restrict processing.
5. Right to data portability.
6. Right to object.
7. Rights related to automated decision making including profiling.

Right to Withdraw Consent at Any Time.

Where you have given consent for us to process your personal information, you have the right to withdraw your consent by contacting our data representative as detailed above.

Right to Lodge a Complaint with a Supervisory Authority.

If you have a complaint about how we process your personal data, you have the right to lodge a formal complaint with the Information Commissioner's Office (ICO).



Provision of Personal Data.

As stated above, the personal data we collect and process is necessary for certain specific requirements or obligations. If data subjects fail to provide the required personal data, the company may be unable to provide the related services etc to the respective data subjects.

Existence of Automated Decision Making (Including Profiling).

None that do not have the necessary controls such as human intervention etc.

Further Information.

Our data protection policy is available via our website. Please contact our representative as detailed on this notice should you require any further information.