

General Data Protection Regulation (GDPR)...

Customer Privacy Policy

In order to comply with our responsibilities under the General Data Protection Regulations 2016, we have an obligation to ensure we are clear how your data is handled while in our possession.

This policy provides details on what data we collect from our clients and suppliers in relation to our business activities, why we need it, what we do with it, what we won't do with it and your rights in relation to our processing of this data.

North Time & Data Limited is a limited company registered in Northern Ireland (NI022135) which operates from Enterprise Crescent, Ballinderry Road, Lisburn, BT28 2BP.

We provide the following services and support solutions associated with those services:

- Access Control Solutions
- Time Management Solutions
- ID Card Solutions
- Mail Room Equipment

Data Protection Principles

This policy has been developed to help the Company be compliant with the Regulations. The regulations clearly set out principles which any party handling data must comply with. These principles are that all data shall be:

- Processed fairly and lawfully
- Held only for specified purposes and not used or disclosed in any way incompatible with those purposes
- Adequate and relevant
- Accurate and up-to-date
- Not kept for longer than is necessary for the purpose it was collected
- Processed in accordance with the rights of data subjects
- Kept secure
- No transferred outside the European Union

How will we collect information from you?

We may collect information from you through our terms of business/customer sign-up/new account applications/via our website or through general contact, including telephone or email, when you initially engage us as a supplier or make a request regarding our services. Information may also be collected and provided to us through telephone conversations, email, sharing of documents (photocopies/email/fax/cloud/post) and other forms of communication which are needed to enable us to provide our clients and customers with the services they require.

What information will we collect from you?

Information we collect will include name, address, email, contact numbers (landline & mobile), bank details, company and VAT numbers. Not all of this data will be personally identifiable information.

If you utilise our ID Card Solutions service you may also have to provide us with employee details such as name, date of birth, employee number, photograph and qualifications.

How will we use the information you provide us?

The information we collect from you will be used to:

- Deliver our services as per our agreed terms of business/service level agreement/contract
- Set-up and install Access Control & Time Management Systems
- Contact you regarding support, placing orders and answer any queries you may raise

TEL +44 (0) 2892 604000

Email info@ntdltd.com

WEB www.ntdltd.com

Enterprise Crescent, Ballinderry Road Industrial Estate, Lisburn, BT28 2BP, Northern Ireland

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- Invoice, billing and payment collection purposes
- Create ID cards
- Notify you of any additional services we provide which we feel may be of interest to you (If at any time you do not wish to receive emails about our services you can opt out at any time by clicking 'unsubscribe' in the email or contact us directly)

Any information you provide us will not be used in any other way unless you have been informed and we have your explicit consent.

Who has access to your information?

Only the staff of North Time & Data will have access to the information you provide to us. The information they have access to is controlled and they can only access information required to ensure the services we provide to our clients and customers are met.

Your information will not be shared with any 3rd parties without your prior knowledge and explicit consent.

How long will we keep your information?

As a company, we have statutory and legal obligations to keep some information for a period of time after it has been used. We will not keep any information after it has been used that we are not required to keep under these obligations.

Once information is no longer required it will be erased from our systems in a controlled and secure manner.

Any information sent to us to aid in the creation of ID cards is kept for two years from the date of issue. This is a provision of service to clients and customers should they need duplicate cards in cases where they are lost or damaged. After this time all ribbons used for creating cards are shredded and card information deleted from our systems.

How will we protect your information?

We will endeavour to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

We provide all staff with regular GDPR and data security relevant training on a regular basis. Our staff must sign confidentiality agreements which outlines our standards relating to the security of our and our customer's data annually.

To ensure further awareness of their responsibilities, and ours, relating to the security and protection of all data we have in place IT, data and physical security policies which are regularly circulated to staff and reviewed annually.

Requesting information and complaints

Our clients and suppliers can request details of the information held by the Company which relates to them. You can do this by emailing our Data Protection Officer at info@ntdltd.com.

If at any time a client or supplier is unhappy with how the Company has processed or processes their data, you wish to make alterations to any data which you believe is incorrect or irrelevant or wishes to stop hearing from us you can raise this issue with our appointed Data Protection Office at info@ntdltd.com.

If you feel your request was not handled or dealt with correctly by the Company you may raise the issue with the Information Commissioners Office, you can contact them on 0303 123 1113.