

**ISHelp.CO.UK LIMITED AND GRIDSMART LIMITED (THE COMPANY)**

**GDPR DATA SUBJECT NOTIFICATIONS**

**Summary**

For all of the below – these can be sent as part of an email, or an email can be sent with the appropriate link to the Company’s website where it is saved.

Ref	Data Subject	Notes
01	<b>Current Customer</b>	
02	<b>Enquirer</b>	
03	<b>Job applicant</b>	
04	<b>Employee</b>	
05	<b>Customer / Supplier Employee</b>	
06	<b>Supplier</b>	
07	<b>Referee</b>	
08	<b>Outlook Contact</b>	
09	<b>Site Visitor</b>	
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**DATA SUBJECT CUSTOMER**

Context: Customers (including individuals and sole traders) who are / have been engaged in services with an active contract.

ISHelp.co.uk Limited and GridSmart Limited  
Unit 8, Mulberry Court  
Lustleigh Close  
Matford Business Park  
Exeter  
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations, the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company processes your data for the purposes of providing the contracted services agreed to in the Company's engagement and in accordance with the Company's terms and conditions.

During the course of business with the Company, the Company collects and retains certain basic personal data about you, such as contact details and job title. The Company also retains any notes made during business meetings.

The Company may transfer certain information to third party servers and cloud software providers.

The Company will retain all personal data the Company have obtained relating to you for a maximum of 7 years to fulfil the purposes for which the Company collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

You have the right to request access to this data, to have the data rectified or erased, to restrict the processing, to object to processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

#### **DATA SUBJECT ENQUIRER**

Context: To be displayed prior to submitting enquiry via website contact form.

ISHelp.co.uk Limited and GridSmart Limited  
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Matford Business Park  
Exeter  
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

When you submit an enquiry on the Company's websites the Company capture basic contact data such as your name, phone number and email address, ultimately with the goal of forming a contract with you. If you do not provide this data, the Company are unable to contact you.

The Company may transfer certain information to third party servers and cloud software providers.

The Company may retain your information for up to 3 years in case there are later queries. You have the right to request: access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

#### **DATA SUBJECT JOB APPLICANT**

Context: To be added to employment application forms / shown on website.

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Matford Business Park  
Exeter  
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The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

When you apply for employment at the Company, the identity documentation you provide and the data on your application form and CV is transferred to the Company's IT system. The Company may transfer certain information to third party servers and cloud software providers. Any hard copy is filed securely.

When you attend an interview for employment at the Company, the Company may make notes and records of the interview. These records are scanned into the Company's IT systems and any hard copies are filed securely.

The Company use this data to assess your application with the ultimate goal of forming a contract of employment with you.

The Company may contact your nominated referees and receive references from them which are treated in the same way.

The Company may transfer certain information to third party servers and cloud software providers.

If your application is unsuccessful, the Company retain this data for 1 year (in case you wish to re-apply) and then delete the digital data and shred the hard copy.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

## **DATA SUBJECT EMPLOYEE**

Context: Employed staff.

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The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

As an employee of the Company, the Company processes your personal data for the purposes of the performance of the contract of employment, including discharge of obligations laid down by law or by collective agreements, management, planning and organisation of work, equality and diversity in the workplace, health and safety at work, protection of employer's or client's property and for the purposes of the exercise and enjoyment, on an individual or collective basis, of rights and benefits related to employment and for the purpose of the termination of the employment relationship

The Company may receive and retain personal data about you from HMRC, your bank, pension provider and nominated referees.

The Company have a legal obligation to keep certain records related to your employment (for example under the Finance Act 2008 Schedule 37 or the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

The Company pass certain data on to third parties including, HMRC, your pension provider, servers, cloud software service providers and your/the Company's bankers.

The Company have a legal obligation to retain this data for 7 years and may retain it for up to 10 years in case there are later queries.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

## **DATA SUBJECT CUSTOMER / SUPPLIER EMPLOYEE**

Context: Contractual services engaged in by the employer (the Company's customer / supplier).

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The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

As an employee of the Company's customer / supplier, the Company processes your data for the purposes of providing / receiving the contracted services agreed to.

During the course of business with the Company, the Company collect and retain certain basic personal data about you, such as contact details and job title. The Company also retain any notes made during business meetings.

The Company may transfer certain information to third party servers and cloud software providers.

The Company will retain all personal data the Company have obtained relating to you for a maximum of 7 years to fulfil the purposes for which the Company collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

You have the right to request access to this data, to have the data rectified or erased, to restrict the processing, to object to processing or to have the data provided to you in electronic form for data portability

You also have a right to lodge a complaint with the Information Commissioner's Office

## **DATA SUBJECT SUPPLIER**

Context: Including sole traders.

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Exeter  
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company keep certain minimal contact details about you such as your name, email address and phone number(s). The Company use this data only to contact you as necessary in relation to the goods or services you provide, to comply with legislation such as the Finance Act 2008.

The Company may transfer some of your personal data to cloud software service providers, third party servers and banks.

The Company have a legal obligation to retain this data for 7 years and may retain it for up to two years in case there are later queries.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

## **DATA SUBJECT REFEREE**

Context: Regarding a job applicant.

ISHelp.co.uk Limited and GridSmart Limited  
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Matford Business Park  
Exeter  
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

An individual who applied for employment at the Company provided your details as a referee. The data is limited to simple contact details and are stored on the Company's IT system any hard copies containing this data are filed securely. The Company processes this data in pursuance of the legitimate interest of the Company to recruit new employees.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

If the application is unsuccessful your contact details will be deleted after one year and any hard copies will be shredded. If the application is successful, the Company may retain this data for up to 25 years.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

## **DATA SUBJECT EMAIL CONTACT**



Context: To be part of a standard email signature or the signature may contain an html link to the text.

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Your email address is automatically included as part of any email the Company receive from you and in storing your email the Company inevitably store this data; any other personal data included in the email will also be stored. Our email software may automatically extract your email address and the Company's staff may add your name and possibly phone number, job title and place of employment. The Company do this as a legitimate interest of the Company in the normal course of running a business and communicating via email.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

Generally the Company delete most data of this type within ten years of communication although depending on the nature of the communication the Company may have a legal obligation store this data for longer.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

## **DATA SUBJECT SITE VISITOR**

Context: Visitors to Head Office.

ISHelp.co.uk Limited and GridSmart Limited  
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The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company are required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company will process your personal data for the purpose of site security and fire safety. The legal basis for this processing is that it is necessary for compliance with a legal obligation to which the Company are subject.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

Generally the Company delete most data of this type within one year of visit although depending on the nature / result of the visit the Company may have a legal obligation store this data for longer.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.