

## **Chapel Tree Services Data Protection Policy**

### **Updated May 2018**

We are committed to protecting your privacy and will only use the information that we collect about you in accordance with The General Data Protection Regulation (GDPR) (EU) 2016/679, the regulation in EU law which came into effect from 25 May 2018.

#### **Data collection**

We collect information about you, including your name, address, phone numbers & email address in order to provide you with our tree services. We use this data to provide you with quotations, arrange tree work and send you invoices, all of which may be by phone, email or post. We may also send you follow up customer service emails where appropriate.

We also collect data about our staff members, including their name, date of birth, National Insurance number, medical conditions, address, phone numbers, email address, job history, emergency contacts, bank details, driving history. This data is required in order to communicate with them to arrange work, manage their contract with us and pay them.

With your permission we will at times provide data to a third party, but only in order to carry out our work. This may be passing on your name and address and contact details on a planning application for the Council or for a felling licence to the Forestry Commission. For staff this could be for training courses when the provider requires certain data in order to process you as a candidate or details required to our Accountancy firm for processing payroll.

We will never collect sensitive data about you (for example data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs etc.). We will also never pass on your data or use your data in anyway that does not relate to the normal functions of delivering our Tree Services.

You can check the information that we hold about you at any time by emailing us. If you find any inaccuracies we will delete or correct it promptly.

#### **Data Security**

We control and process all of our customer and staff data, all of which is stored within 3 secure ways:

1. On databases within a password protected desktop computer, within a secure office. Only the Company Directors have access to the office and the password for the computer.
2. Within emails on the Chapel Tree Services Webmail system. This email system is available via the desktop computer, 2 tablets and both Company Directors phones but all of these devices are password protected.
3. On paper copies of customer job sheets, staff personal data forms and staff contract correspondence. All this paperwork is kept either in the secure office or during use on completing a job, the job sheets may be kept on a crew leader's person or in a locked vehicle. After 3 years these paper documents may be archived and kept in secure storage (within the Company Director's home).

If you choose to contact us using the contact form on our website, none of the data that you supply will be stored by our website or passed to/be processed by any third party data processors. All data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). The SMTP servers are protected by TLS (sometimes known as SSL) meaning that the email content is encrypted using SHA-2, 256-bit cryptography before being sent across the internet. The email content is then decrypted by our local computers and devices.

If at any times you have any issues or concerns about our data protection policy or if you suspect any kind of data security breach, you must contact Jenny Long, Data Protection Officer for Chapel Tree Services.