

Privacy Policy

Your Privacy

At Data Response Ability we want to maintain and protect the trust you have placed in us. We want you to know that we do not sell, rent or trade your personal data with other companies and businesses for marketing purposes. This Privacy Policy includes detailed information on when and why we collect your personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Our Privacy Policy

This policy sets out how we will use and, occasionally, share the information that you provide us and relates to personal data collected by us via:

- The Data Response Ability website
- Visits to our office
- Paper, Telephone and Email communications
- Enquiring about or buying products or services from us
- Enquiring about or supplying products or services to us

You should be aware that, if you access third party websites using links provided on this website, these websites are outside of our control and have their own privacy policies governing the use of personal data. We do not accept any responsibility or liability for these policies.

Why we process your data

Whilst you are either an active client or supplier, we will process your personal data under the legal ground of 'Contract', regardless of whether there is a formal written contract in place. Where we use any email addresses you have provided to us, these will be processed under 'Consent'. If you should stop being an active client or supplier, then we will continue to process your data on 'Legitimate Interest' grounds as you may wish to work with us again in the future, or we may wish to purchase goods or services from you. After two years of inactivity, or earlier if requested, any personal data held will be deleted except where we are legally required to retain it for longer.

The data we process

We may collect and process the following categories of personal data about you:

- Name & Contact Details (including organisation name, job title, email address, postal address and telephone number)
- Information generated by the work, service or relationship we may have with you
- Business details, bank and financial details and general correspondence

You may ask to see what personal data is held by us (contact phil@draltd.co.uk or call 0117 9585500) and we will provide this free of charge and in any reasonable format required. If you notify us of any amendments that are required to the personal data we hold, we will change them and if you wish us to delete the information or stop contacting you, then we will do so. It is important that the personal information we hold about you is accurate and current. Please keep us informed of any personal information changes during your relationship with us. Please also note that we are required to obtain affirmative proof of identity prior to releasing any information.

How we collect information about you and how we will use it

We may collect and process information that you provide during your correspondence with us in one of the following ways:

- When filling in the 'Contact Form' on our website
- When requesting details of our products or services
- When providing us with bank details for payment purposes
- Communicating with us through methods including but not limited to e-mail, telephone and written correspondence

We will only use your personal information in ways that do not contravene either the Data Protection Act (1998) or the General Data Protection Regulations, as from 25th May 2018.

We will generally use your personal information in the following circumstances:

- Where we are committed to perform a contractual obligation we have entered into with you, or the business for whom you work
- Where it is necessary for our Legitimate Interests and where your interests and fundamental rights do not override those interests
- Where you have given consent for us to process your information
- Where we need to comply with a legal obligation

Data sharing

Your personal data will not be sold or rented to other companies.

We may share some of your personal data with the following categories of third parties:

- Suppliers who provide goods or services to our clients as a part of our contractual obligation
- Suppliers who provide services to us to help us run our business

We require third parties to respect the security of your personal data and to treat it in accordance with the law. We will share your personal information with third parties where required by law.

International Transfer of Data

We will not send your data outside the European Economic Area (the European Economic Area being the European Union and Iceland, Liechtenstein and Norway, also referred to as the 'EEA').

Retention and deletion of personal information

We will take all reasonable steps to ensure the accuracy of the information we hold about you. We will not use your personal information unless it is, to the best of our knowledge, accurate.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Data Protection Officer

If you would like to raise any concerns or queries with us then please contact our Director and lead data security officer, Phil Conacher.

email: phil@draltd.co.uk or telephone: 0117 9585500

You also have the right to complain to the Information Commissioners Office if you believe we have not acted within the law or have infringed your rights <https://ico.org.uk/for-the-public>

Security

We will do our best to protect your personal information. Once we have received your data we will use security measures to try to protect it against loss, misuse, or unauthorised alterations.

Cookies

A 'cookie' is a small file which is placed on a user's computer hard drive by a web site and is commonly used to track and analyse web traffic. We do not use cookies on our website and no analysis is performed.

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