

# PRIVACY POLICY

**Original Issue Date: 21<sup>st</sup> May 2018**

**Last Review Date: September 2021**

**Next Review Date: September 2022**

ICE Plumbing & Water Services Ltd, Unit 9, Claycliffe Business Park, off Cannon Way, Barugh Green, S75 1JU  
Tel: 01226 383107. REGISTERED OFFICE: 4 Wharfedale Road, Barnsley, S75 2LJ.  
REGISTERED IN ENGLAND No. 4991181.

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This Privacy Policy explains what we do with your personal data. It is important to point out that we may amend this Privacy Policy from time to time. Please just visit this page if you want to stay up to date, as we will post any changes here.

Personal information requested by ICE Plumbing & Water Services Ltd (T/A ICE Services) will be adequate, relevant and not excessive, and will be fairly and lawfully processed (in line with the rights of the individual), for core business purposes, staff administration, accounting and pension administration.

It will be accurate and, where necessary, kept up to date. It will be stored securely, and will not be kept for longer than is necessary.

It will not be transferred to countries outside the European Economic Area, unless the information is adequately protected.

## STAFF

The information we collect may include: name; date of birth; address; sex /gender; marital status; contact details; education details; employment history; immigration status; tax code; bank details (so we can pay you), national insurance number, driving licence; other documents as required by current legislation (for example to carry out “right to work” checks), and/or to provide as part of a DBS (Disclosure and Barring Service) application; training records, training certificates; details of any known disability; emergency contact details; employment terms and conditions; any accidents connected with work; any disciplinary action taken; photograph (where required for ID cards); referee details; extra information that you choose to tell us; extra information that your referees choose to tell us about you.

Please note that the above list of categories of personal data we may collect is not exhaustive.

Where appropriate and in accordance with local laws and requirements, we may also collect information related to your health, diversity information or details of any criminal convictions.

Please be aware that, as is normal practice in employment, all emails sent to, or received by any @iceplumbingFS.co.uk email address are accessible by Shaun Matthews, and our IT Service Providers.

## APPLICANTS

Any information that you choose to tell us as part of your application will be held by us, at your request.

## PEOPLE WHOSE DATA WE RECEIVE FROM STAFF

(SUCH AS REFEREES AND EMERGENCY CONTACTS)

In order to safely and securely offer employment, and to provide for every eventuality for them and our staff, we need some basic background information. We only ask for very basic contact details, so that we can get in touch with you either for a reference or because you’ve been listed as an emergency contact for one of our Staff members.

Periodically, you will be requested to confirm that the personal information we hold is accurate and up to date, and will be able to update your records, if required.

Please note that the above list of categories of personal data we may collect is not exhaustive.

We will not keep data any longer than is necessary and we will follow the rules on data protection.

## CLIENTS AND CUSTOMERS

If you are Client or Customer of ICE Services, we need to collect and use information about you, or individuals at your organisation, in the course of providing you our services.

We only collect minimum personal information needed for a business purposes, namely: Your Name, Company Name (if applicable), Address, Contact Telephone Number (mobile and landline), Contact Email Address, and details of Staff Training where applicable (e.g. in relation to Legionella Control).

If applicable, your information may be provided to our approved Service Partners, for the sole purpose of carrying out work on your Site on our behalf, and under our instruction. In this instance, only specific site information would be provided, namely the name of the site contact and their contact telephone number.

ICE Staff are aware of the potential pitfalls in keeping Client and Staff personal information secure, and have been trained:

- to be aware that there are people who will try and trick them to give out personal information
- to prevent these disclosures they should carry out identity checks before giving out personal information to someone making an incoming call
- to perform similar checks when making outgoing calls
- to limit the amount of personal information given out over the telephone and to follow up with written confirmation if necessary
- to only collect the personal information they need for a particular business purpose
- to explain new or changed business purposes to customers and employees, and to obtain consent or provide an opt-out where appropriate
- to update records promptly – for example, changes of address, marketing preferences
- that they commit an offence if they release customer / employee records without your consent
- to delete personal information the business no longer requires
- to keep passwords secure – change regularly, no sharing
- to lock /log off computers when away from their desks
- to dispose of confidential paper waste securely by shredding
- to prevent virus attacks by taking care when opening emails and attachments or visiting new websites
- to ensure mobile phones are set to auto-lock, secured by a password known only to the user
- to ensure that data on mobile phones (ICE Works Management System) is secured by a password, known only to the user
- to work on a 'clear desk' basis – by securely storing hard copy personal information when it is not being used
- to ensure that Visitors are signed in and out of the premises, or accompanied in areas normally restricted to staff

Please note that the above list of categories of personal data we may collect is not exhaustive.

We will not keep data any longer than is necessary and we will follow the rules on data protection.

## ICE WEBSITE [www.iceplumbingFS.co.uk](http://www.iceplumbingFS.co.uk)

No personal information is held on ICE website. In the case of Client testimonials, names are not stated (only Job Titles), and never without prior written agreement.

Where Staff photographs as used, prior authorisation is obtained.

## SUPPLIER DATA

We need a small amount of information from our Suppliers to ensure that things run smoothly. We need contact details of relevant individuals at your organisation so that we can communicate with you. We also need other information such as your bank details so that we can pay for the services you provide (if this is part of the contractual arrangements between us).

## HOW DO WE SAFEGUARD YOUR PERSONAL DATA?

We are committed to taking all reasonable and appropriate steps to protect the personal information that we hold from misuse, loss, or unauthorised access. We do this by having in place a range of appropriate technical and organisational measures. These include measures to deal with any suspected data breach.

If you suspect any misuse or loss of or unauthorised access to your personal information please let us know immediately.

## IT PROVIDERS

Written contracts are in place between ICE Plumbing & Water Services Ltd and our IT providers that requires them to keep all information secure. All information is stored on AES 256Bit and FIPS Compliant encrypted disks and the network is protected by a managed UTM firewall. Computer policies, network policies, and user rights are regularly checked to ensure the highest data security. Backups are securely stored off-site and are 256Bit encrypted.

## HOW LONG DO WE KEEP YOUR PERSONAL DATA FOR?

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

We do not retain personal information in an identifiable format for longer than is necessary.

## CCTV

The images produced by the CCTV system installed at **ICE Plumbing & Water Services Ltd, Unit 9, Claycliffe Business Park, off Cannon Way, Barugh Green, Barnsley, S75 1JU** are controlled by **ICE Plumbing & Water Services Ltd** who is responsible for how the system is used and for notifying the Information Commissioner about the CCTV system and its purpose (which is a legal requirement of the Data Protection Act 1998).

We, ICE Plumbing & Water Services Ltd, have considered the need for using CCTV and have decided it is required for the prevention and detection of crime. It will not be used for other purposes. We conduct an annual review of our use of CCTV.

Notification has been submitted to the Information Commissioner, and the next renewal date is 21/05/2019.

Shaun Matthews is the person responsible for the operation of the system.

CCTV is installed at ICE Services' premises, as a deterrent, and as a means of assisting police in the case of any crime being committed.

Cameras have been positioned to avoid capturing the images of the persons not visiting the premises.

Images from this CCTV system are securely stored, and only Shaun Matthews, IT Providers and CCTV Service Providers have access to them.

The recorded images will only be retained long enough for any incident to come to light (eg for a theft to be noticed) and the incident to be investigated.

Images will not be provided to third parties, except for law enforcement bodies.

The potential impact on individual's privacy has been identified and taken into account in the use of the system.

ICE Services carries out regular checks (annually as a minimum) to ensure that the system is working properly.

## **CORRECTING AND UPDATING YOUR PERSONAL INFORMATION**

The accuracy of your information is important to us and we are working on ways to make it easier for you to review and correct the information that we hold about you.

In the meantime, if you change your name or address /email address, or you discover that any of the other information we hold is inaccurate or out of date, please let us know by contacting us in any of the details described at the end of this policy.

## **WITHDRAWING YOUR CONSENT**

ICE Services will only send marketing emails to those with whom we have worked with in the last 2 years. You may withdraw your consent at any time by contacting us using the details at the end of this policy. If you would like to withdraw your consent to receiving any direct marketing, you can also do so using our unsubscribe tool. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

## **ERASING YOUR PERSONAL INFORMATION OR RESTRICTING ITS PROCESSING**

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

## RIGHT OF SUBJECT ACCESS

You have the right to obtain a copy from us of the information we hold about you on computer and in manual filing systems. You also have the right to obtain a copy of any CCTV footage.

Requests must be made in writing to Shaun Matthews.

In the case of CCTV, you must write detailing a specific date and time, proof of your identity, and a description of yourself. We may edit the footage to protect the identities of other people. If we're unable to provide you with the footage itself, we may invite you to a viewing of the footage, if you agree with that arrangement. **NB. We can refuse your request if sharing the footage will put a criminal investigation at risk.** If the CCTV footage relates to a crime and the police have the footage, they will tell you if you can see it.

*ICE Services' staff are informed to confirm the identity of the person making the request, before any information is provided.*

## HOW TO CONTACT US

Should you have any queries relating to anything contained in this document, or relating to any of the information we hold about you, please do not hesitate to contact:

Shaun Matthews  
Managing Director  
ICE Plumbing & Water Services Ltd  
Unit 9, Claycliffe Business Park  
Off Cannon Way  
Barugh Green  
Barnsley  
S75 1JU  
Telephone: 01226 383107  
Email: [shaun.matthews@iceplumbingfs.co.uk](mailto:shaun.matthews@iceplumbingfs.co.uk)



Shaun Matthews, Operations Director  
**September 2021**