



The Acorn Group

BG Futures Building, Longdales Road, Lincoln. LN1 3DY

T. 01522 740 840 (24 hours)

M. 07905 913 944 (24 hours)

E. mail@acorngroup.org.uk

Fair processing notice

Our policy for handling personal data

October 2017



We recognise the importance of the correct and lawful processing of personal data in maintaining confidence in our operations. We fully endorse and adhere to the principles set out in the Data Protection Act 1998 (the Act).

The data controller

The General Manager of The Acorn Group (The Company) is the appointed Data Controller, and handles all personal information in compliance with the Act. The Company holds information for the reasons given to the Information Commissioner and may use the information for any of those reasons.

The Company has notified the Information Commissioner that we will process personal data to enable us to provide our day-to-day services to our customers, to maintain our own accounts and records and to support and manage our staff. The Information Commissioner describes the processing in a register which is available to the public for inspection at <http://www.ico.org.uk/>.

The key reason we process personal data is in relation to the provision of quotations and for invoicing purposes to our customers for the work that we do.

Personal data

This policy applies to the handling of personal data. This is data relating to a living individual who can be identified from the data, or from that data and other information which we hold or which is likely to come into our possession. This includes but is not limited to names and postal addresses as well as the email addresses of our customers.

Processing information fairly and lawfully

The Company processes information only where:

- the law allows us to, or
- you have asked us to provide a service or quotation, or
- you have given your express consent

Ensuring your personal information is safe and accurate

The Company ensures that information held on our computer systems and in our paper filing systems is secure to guard against unauthorised or unlawful processing or accidental loss, destruction of, or damage to that personal data.

The Company only collects and records personal information that is necessary to carry out its day-to-day activities, nothing more. The information that we record is based on fact and, To the extent it is reasonable and appropriate to do so, THE COMPANY checks that the personal information being recorded is accurate.



Data sharing

The Company will only share personal data with those organisations that it is legally able to, and where sharing personal data is necessary we will comply with the Data Protection Act.

Retaining information

We will only retain the information if a business need exists. It is not kept longer than is necessary for that purpose. To this end, The Company has in place and applies a formal retention policy for recorded information.

Marketing

The Company does not undertake any form of direct marketing nor do we sell, deal or otherwise communicate your details to any third party for commercial gain or profit.

Links to other websites

The Company is not responsible for the content or reliability of any linked websites. Linking should not be taken as an endorsement of any kind. We cannot guarantee that links will work all of the time and we have no control over the availability of the linked pages.

Your rights to access your personal information

Under the Act you have the right to ask to see the information which The Company holds about you and why. If you want to see the information we hold about you then you must ask for the information in writing and give your full name and address. You should send your request to:

The Data Protection Officer
The Acorn Group
BG Futures Building
Longdales Road
Lincoln
Lincolnshire
LN1 3DY

Email enquiries will not be actioned.

Where it is appropriate for the Company to respond directly to requests for access to personal data, we aim to comply as quickly as possible. We will ensure that we deal with requests within 40 days of receipt unless there is a reason for delay that is justifiable under the Data Protection Act.



Complaints about how we process your personal information

In the first instance, an individual should contact THE COMPANY. Complaints should be addressed to:

Stephen Allen
General Manager
The Acorn Group
BG Futures Building
Longdales Road
Lincoln
Lincolnshire
LN1 3DY

Email: mail@acorngroup.org.uk

GLOSSARY (as defined by the Act)

Data controller

The person who decides the purposes for which, and the manner in which, any personal information is to be processed.

Data subject

The person whose personal information is held by a data controller.

Subject access

The right of data subjects to receive a copy of the information held about them, a description of why their information is being processed, and details of anyone who may see a copy of their data, to whom it may be transferred, and the logic involved in any automated decisions taken on the basis of that data.

Personal data/information

Information relating to a living individual, from which that individual can be identified, or which can be used to identify a living individual in conjunction with other information held (or likely to be held) by a data controller.



Sensitive data/information

Information relating to an individual consisting of:

- the racial or ethnic origin of the data subject
- his/her political opinions
- his/her religious beliefs or other beliefs of a similar nature
- whether he/she is a member of a trade union
- his/her physical or mental health condition
- his/her sexual life
- the commission or alleged commission by him/her of any offence or
- any proceedings for any offence committed or alleged to have been committed by him/her, the disposal of such proceedings or the sentence of any court in such proceedings.

Processing

The processing of personal data includes obtaining, recording, holding or carrying out any operation on the data.

Principles

The Data Protection Act 1998 requires that data controllers process personal data in accordance with eight principles. These require that personal data is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with individuals' rights
- Kept secure
- Not transferred to countries outside the European Economic Area without adequate protection

Notification

Process by which data controllers register their details on the statutory register maintained by the Information Commissioner. They must register the types of information they hold, and the purposes for which they hold it.



The Acorn Group

BG Futures Building, Longdales Road, Lincoln. LN1 3DY

T. 01522 740 840 (24 hours)

M. 07905 913 944 (24 hours)

E. mail@acorngroup.org.uk

Information Commissioner

An independent office-holder appointed by the Crown to administer and enforce the Data Protection Act, the Freedom of Information Act 2000 and other legislation governing the use of, and access to, information. The Information Commissioner is independent of government and reports directly to Parliament. The Commissioner also promotes good practice in compliance with the Data Protection and Freedom of Information Acts.

Information notice

A legal document which the Information Commissioner can issue to a data controller, requiring him or her to supply information to the Information Commissioner so that he can assess whether or not the data controller is complying with the Data Protection Act or Freedom of Information Act.

Enforcement notice

A legal document which the Information Commissioner can issue to a data controller, requiring him or her to take certain steps to comply with the Data Protection or Freedom of Information Act.

Information tribunal

A data controller on whom an information or enforcement notice has been served may appeal against the notice to the Information Tribunal.

Signed

Stephen F. Allen
General Manager

Issue Number	1	Revision Number	2
Issue Date	05.10.17	Date of Revision	05.01.18