

Data Protection Privacy Notice (Customers)

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use your information during the process of booking and carrying out work for you. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Magic Man Limited trading as Magicman Limited ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our **General Data Protection Policy**.

About the information, we collect and hold

We will only ask you for your name and contact details (ie address, home and mobile phone numbers, email address) to enable us to book your repair works. All non-account customers will also be required to supply payment information which is not recorded or kept once payment has been taken.

How we collect the information

We may collect this information directly from you, or from a third party appointed by you to act on your behalf.

Why we collect the information and how we use it

We only collect your personal information for the purposes of our legitimate interests, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

We will never share your information with any third parties without your prior consent.

Subject Access Requests and the Right to be Forgotten

All individuals who are the subject of personal data held by Magicman Limited are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.
- Be informed how the company is meeting its data protection obligations.

If an individual contact Magicman Limited requesting this information, this is called a subject access request.

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Subject access requests from individuals should be made by email, addressed to the HR Administrator, Samantha Lane via email to hr@magicman.co.uk The HR Administrator and can supply a standard request form, although individuals do not have to use this.

This is a free service and the HR Administrator will aim to provide the relevant data within one calendar month. The HR Administrator will always verify the identity of anyone making a subject access request before releasing any data.

Should you wish for Magicman Limited to delete the information that you have previously consented for us to hold under the Article 17 GDPR Right to Erasure 'Right to be Forgotten' please notify the Customer Care Team via email to customer@magicman.co.uk .

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the IT manager or Customer Care Co-Ordinator.

Data Storage

When data is stored on paper, it is kept in a secure place where unauthorised people cannot see it. These guidelines also apply to data that is usually stored electronically but has printed out.

- When not required, the paper or files are kept in a locked drawer or filing cabinet.
- Employees make sure paper and printouts, are not left where unauthorised people could see them, for example on a printer.
- Data printouts are shredded and disposed of securely when no longer required.

When data is stored electronically it is protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data is protected by strong passwords that are changed frequently and never shared between employees.
- If data is stored on removable media like a CD, DVD or USB stick, these are locked away securely when not being used.
- Data is only stored on designated drives and servers and is only uploaded to approved cloud computing services.
- Servers containing personal data are sited in a secure location, away from the general office space.
- Data is never saved directly to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data are protected by security software and a firewall.

How does Magicman Limited manage personal data transfers?

- All data is stored and transferred only within the UK

HMRC requires that we keep financial data for 6 years.

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