

ENDEAVOUR Transformations Website Privacy Statement

Purpose:

The purpose of this privacy statement is to explain how ENDEAVOUR Transformations processes all personal data which is gathered in the course of its business. This will provide a framework against which ENDEAVOUR Transformations fulfils its data protection responsibilities.

The Role of ENDEAVOUR Transformations:

ENDEAVOUR Transformations is a data controller in so much that it determines the purpose and use of personal data collected in order to fulfil its obligations to its customers, employees and suppliers. In all cases, once personal data has been received it becomes the responsibility of an ENDEAVOUR Transformations manager to ensure that it is processed in accordance with UK data protection legislation.

Duty of Confidentiality:

ENDEAVOUR Transformations requires all its staff to understand their duty of confidentiality to its customers when handling personal data. It will only be disclosed among the staff that need to know it and all reasonable measures will be taken to ensure it is kept secure when in use and disposed of responsibly or deleted when no longer needed.

ENDEAVOUR Transformations also expects the same duty of confidentiality of third parties with whom ENDEAVOUR Transformations shares personal data. Any sharing is kept to a minimum and is subject to scrutiny.

Why ENDEAVOUR Transformations processes personal data and against which lawful basis

Only basic contact details are collected which are used in the preparation of quotations, invoices as appropriate and to facilitate any follow-up work that might be needed. The legal bases for processing your personal data will vary but typically ENDEAVOUR Transformations will use a combination of legitimate interests (for casual enquiries), legal (for statutory obligations) and to fulfil its contractual obligations* (typically for customers).

In some circumstances, it may be necessary to seek a customer's consent (normally verbally) to provide a supplier with contact details to effect deliveries, but only when ENDEAVOUR Transformations cannot do this themselves.

*The customer's acceptance of a quotation forms the contract of work with ENDEAVOUR Transformations. In all cases the processing of personal data by ENDEAVOUR Transformations shall be:

- Processed fairly, lawfully and transparently
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary (and no more)
- Accurate and, when necessary, updated
- Kept for no longer than is necessary, and
- Processed in a manner that ensures appropriate security.

With whom ENDEAVOUR Transformations shares personal data

Depending on the nature of the requirement, the ENDEAVOUR Transformations will share personal data with some or all of the following third parties:

- Suppliers, but only related to customer specific work
- The Inland Revenue (HMRC) via the ENDEAVOUR Transformations appointed accountant
- Local solicitors appointed by ENDEAVOUR Transformations
- ENDEAVOUR Transformations appointed accountant, and
- Unspecified recipients but only when compelled to do so for legal reasons.

Where ENDEAVOUR Transformations processes personal data:

Personal data provided to or collected by ENDEAVOUR Transformations is processed in a home office of the ENDEAVOUR Transformations administrator. Details of calls are kept in note form only and on-line enquiries (email) are stored on ENDEAVOUR Transformations IT system, which is backed up to DropBox. This is covered by DropBox's Privacy Policy, see [Privacy and Data Protection Whitepaper \(dropbox.com\)](https://www.dropbox.com/privacy)

Minimal customer contact details are stored on the ENDEAVOUR Transformations manager's mobile phone and that of the ENDEAVOUR Transformations staff, and this is subject to the ENDEAVOUR Transformations retention policy (see below).

How long we retain your personal data for:

ENDEAVOUR Transformations will retain your personal data when a lawful basis exists, for no longer than is necessary and in accordance with its retention schedule, see below:

- Routine correspondence/ quotations with casual enquirers for which no work was agreed will be stored for only 12 months
- Routine correspondence, quotations and other miscellaneous documentation and emails between you and ENDEAVOUR Transformations, relating to an agreed contract of work will be stored for 5 years after the point at which the work was completed
- Records of your payments will be retained throughout the period of the contract and up to 7 years after the contract has ended to comply with HMRC requirements, and
- Exceptionally, documentation that includes personal data, may be retained by ENDEAVOUR Transformations beyond the timelines shown above, but only for a specific purpose and when the ENDEAVOUR Transformations manager believes there is a legitimate interest and/or a legal obligation to do so.

What we do with your personal data at the end of our retention period:

At the end of the retention schedule, ENDEAVOUR Transformations will either return, destroy or delete the relevant documentation, including quotations and emails. When it is technically impractical to delete all electronic copies of your personal data, it will be put beyond operational use. ENDEAVOUR Transformations allows itself an administrative period of up to 6 weeks after the retention period has expired to fulfil its record deletion/ destruction obligations.

What happens if you contact the ENDEAVOUR Transformations using this website portal?

Enquiries made via the ENDEAVOUR Transformations website 'Contact us' functions will be directed as an email to the ENDEAVOUR Transformations manager. They will handle it in accordance with the procedures set out in this privacy statement and other internal processes.

No personal data is stored on the ENDEAVOUR Transformations website server.

What visitor information is collected by the website host is for the purposes of website maintenance and security, the website host has access to user IP addresses collected at the time of website usage. The website also runs Google Analytics for the purpose of gathering of user statistics only. No attempt is made to identify users visiting the website. For more details, please read the cookie policy.

Links to other websites:

The website may, occasionally include links to other websites that are relevant to ENDEAVOUR Transformations business. If these are used, the visitor should be aware that ENDEAVOUR Transformations has no responsibility for the processing of personal data by these linked websites.

Data subjects' rights:

Everyone (i.e. data subjects) covered by the GDPR has certain rights with regards to the way any business handles their personal data. It should be noted that these do not necessarily apply in all situations. For ease of visibility, the rights are listed directly below.

- Right to be informed
- Right to access
- Right to rectification (right to have records updated when necessary)
- Right to erasure ('right to be forgotten')
- Right to restrict processing
- Right to data portability
- Right to object, and,
- Rights related to automated decision making and profiling (however ENDEAVOUR Transformations does not use these techniques in its decision making).

In addition, everyone has the right to lodge a complaint directly to the Information Commissioner's Office (ICO) without having to inform the relevant business beforehand. For more information on UK data protection matters, please visit www.ico.org.uk. If anyone has any concerns regarding the handling of their personal data or would like to exercise their rights, they are asked to contact the ENDEAVOUR Transformations in the first instance by email to office@endeavourconsult.co.uk