Access Anyone Ltd. Privacy Notice

GDPR

This legislation replaces older data privacy law, giving more rights to you as an individual and more obligations to organisations holding your personal data.

One of the rights is a right to be informed, which means we have to give you even more information about the way in which we use, share and store your personal information.

This means that we published a new privacy notice so you can access this information, along with information about the increased rights you have in relation to the information we hold on you and the legal basis on which we are using it.

This new privacy notice is published on our website, www.accessanyone.co.uk.

Overview

Access Anyone Ltd respects your right to privacy. This privacy policy has been developed to inform you about the privacy practices followed by Access Anyone Ltd in connection with its websites, products and services. This privacy policy does not apply to Access Anyone Ltd services offered by or through our partners, or other third parties, or other third-party services or websites, and we encourage you to read the privacy policies of those parties. This privacy policy will inform you about what data is collected, how we use such data, where data is processed, how you may opt out of your data being used, the security provisions around storing your data and how to correct or update your data.

What is Personal Data

Personal data is defined as data relating to a living individual who can be identified from that data and other information which is in the possession of, or is likely to come into the possession of the data controller and includes an expression of opinion about the individual and any indication of the intentions of the data controller, or any other person in respect of the individual. GDPR’s definition is more detailed and makes it clear that information such as an online identifier – e.g. an IP address, email address – can be personal data. The more expansive definition provides for a wide range of personal identifiers to constitute personal data, reflecting changes in technology and the way organisations collect information about people.

The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This is wider than the DPA’s definition and could include chronologically ordered sets of manual records containing personal data.

Collection of Personal Information

We collect and store information from you when you:

* Contract with Access Anyone Ltd to fulfil various transport services
* Transact between the two companies via email, post or telephone
* Call into our office

Use of Personal Information

Access Anyone Ltd treats personal information as confidential. Your information, whether public or private, will not be sold, exchanged, transferred outside of our company, or given to any other company for any reason without your consent.

Processing of Data and Consent

We will process your data for the purpose of performance of our contract or service with you or the legitimate interest of our businesses. In other cases, we will request your consent for the processing of the personal data you may submit.

Your refusal to provide personal data to us for certain services may hinder us from fulfilling your need for those services.

Also, if you deny or withdraw your consent to use personal data or opt out of receiving information about Access Anyone Ltd services this may result in you not being made aware of related service information, special events or service availability.

We will gain additional consent to:

* To register further services on your behalf.
* Register personal information with 3rd parties so to assist the company in gaining services from those 3rd parties.
* During the course of duties, if we need to pass information to a third party, we will obtain consent that the data can be shared, AND record this in our records. However, if we need to share information for legitimate business reasons, or for emergency medical reasons, we reserve the right to do so.

Data Retention

We retain all accounting data for a period including seven complete financial years, this may include some personal data such as names and addresses. All other legitimate business data may be retained for a maximum of six years from completion of any services to a client.

Data relating to employees is retained during employment and for a period of six years after termination of employment.

How we protect your information

Data stored on paper is kept in a secure place that people cannot see or access it. Data print outs are removed immediately, if not required the data is shredded.

Electronically stored data;

* Removable devices which are locked away, this data is encrypted
* Data stored to cloud based service; office 365
* Data backed up on the company servers, the data is encrypted
* All servers and computers containing data are protected by approved Anti Virus and firewalls. These are kept up to date with patches.

All Data is destroyed after the correct retention period.

Any photographs taken are not to include faces, if ID photos need to be taken the photograph will be deleted immediately from the device.

Passwords must be changed every six months and contain at least 9 alphanumeric characters, contain both upper and lower case letters, contain one number, and at least one special character.

Access Anyone Ltd will ensure a forced password change schedule for computer user login details and run scans at regular intervals through out the year to assess password compliance.

Access to your personal information

Access Anyone Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals (not companies) can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. If we do hold information about you we will:

* give you a description of it;
* tell you why we are holding it;
* tell you who it could be disclosed to; and
* let you have a copy of the information in an intelligible form.

To make a request to Access Anyone Ltd for any personal information we may hold you need to put the request in writing. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting Access Anyone Ltd in writing.

We will require you to provide identification in order to verify the authenticity as the data subject. We will make reasonable effort to respond to and process your request in a timely manner.

Opting out; withdrawing consent

If at any time you would like to unsubscribe from receiving future emails, you may ask us in writing, or by email, to remove you name from our mailing list.

If Access Anyone Ltd is processing your personal data based on your consent, you may withdraw your consent at any time by contacting Access Anyone Ltd in writing, or by email.

Links to other websites and services

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Where we send information, or resell services which relates to 3rd party organisations, weather this is sold via Access Anyone Ltd or you contract directly with the 3rd party. We encourage you to read the privacy statements of the other parties. Relevant subject requests will need to be made directly to each 3rd party.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant’s identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person’s record is in dispute. If a complainant doesn’t want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the ‘need to know’ principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Your rights

In compliance with the European Union rules on privacy, you have the following rights established by law:

* We use the data you submit only for purposes identified in the section of this privacy policy.
* You have the right to review your personal data and check it for accuracy.
* You have the right to correct data in the case that errors may be found in our records.
* You have the right to request that any of your personal data be erased. i.e. right to be forgotten.
* You have the right to obtain and reuse use your personal data for your own purposes
* You have the right to request that Access Anyone Ltd restrict the processing of your personal data under certain circumstances.
* You have the right to object to our processing of your personal data.

Changes to our Privacy Policy

If we make material changes to our privacy policy, we will inform customers by emailing a notice of the availability of a new version with a link to the new version on our web site.