

Market Hill Ltd Customer Privacy Policy

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Post

The Bull Inn, Market Hill, WOODBRIDGE, Suffolk, IP12 4LR, GB

Telephone

01394 382089

Email

reception@bullinnwoodbridge.co.uk

1.0 What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information

2.0 Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Legitimate interest:
 - Provision of services including booking details

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Legitimate interest:
 - To assist with the recruitment of relevant personnel

Where we get personal information from

- People directly
- Publicly available sources
- Previous employers

3.0 How long we keep information

Data Retention Policy for Market Hill Ltd

3.1 Introduction

This Data Retention Policy outlines the principles and guidelines for the retention and disposal of data within Market Hill Ltd. The policy ensures compliance with the data Data Protection Act 2018, the General Data Protection Regulation (GDPR), and other relevant legislation.

3.2 Purpose

The purpose of this policy is to:

- Ensure that necessary data is maintained and protected appropriately.
- Dispose of data that is no longer required in a safe and timely manner.
- Comply with legal and regulatory requirements regarding data retention.

3.3 Scope

This policy applies to all data collected, processed, and stored by Market Hill Ltd, including but not limited to:

- Customer data
- Employee data
- Financial records
- Marketing information
- Operational data

3.4 Data Classification

Data will be classified into the following categories to determine retention periods:

- Critical: Essential for business operations and legal compliance.
- Important: Necessary for business operations but not critical.
- Useful: Adds value to the business but is not essential.
- Non-essential: No longer required for business operations or legal purposes.

3.5 Retention Periods

Different types of data will be retained for different periods, as outlined below:

- Customer Data: Retained for 7 years after the end of the customer relationship.
- Employee Data: Retained for 7 years after the end of employment.
- Financial Records: Retained for 7 years from the date of the transaction.
- Marketing Information: Retained for 3 years from the date of collection.
- Operational Data: Retained for 3 years from the date of creation.
- Non-essential Data: Reviewed annually and deleted if no longer required.

3.6 Data Disposal

Data that is no longer required will be disposed of securely to prevent unauthorized access. Methods of disposal include:

- Shredding paper documents.
- Deleting electronic files and ensuring they are not recoverable.
- Destroying storage media if necessary.

3.7 Data Security

Appropriate measures will be taken to ensure that data is stored securely throughout its lifecycle. This includes:

- Encryption of sensitive data.
- Regular updates and patches to software and systems.
- Access controls to limit data access to authorized personnel only.

3.8 Responsibilities

All employees are responsible for adhering to this Data Retention Policy. Specific responsibilities include:

- Data Owners: Ensure data under their control is classified correctly and retained appropriately.
- IT Department: Ensure secure storage and disposal of electronic data.
- HR Department: Manage the retention and disposal of employee data.
- Finance Department: Manage the retention and disposal of financial records.

3.9 Review and Compliance

This policy will be reviewed annually or as required to ensure compliance with legal and regulatory requirements. Non-compliance with this policy may result in disciplinary action.

3.10 Contact Information

For any questions regarding this policy, please contact:

David Clarke

Data Protection Officer

Market Hill Ltd

david@bullinwoodbridge.co.uk

01394 382089

4.0 Who we share information with

DATA PROCESSORS such as payment processes

PENSION PROVIDERS

This data processor does the following activities for us: Process pension administration data

Health Insurance Providers

This data processor does the following activities for us: Process health insurance information

Others we share personal information with

- Insurance companies
- Professional or legal advisors
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with

5.0 Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

6.0 How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

01 September 2024