

Transparency notice

Personal Data Relating to Delt Office Visitors

How we use your personal data

This document sets out how we use personal data in line with the UK General Data Protection Regulation (UK GDPR). It includes a description of our processing activities, and your rights if information about you is included.

If you are asked to provide information relating to this service, it will only be used in the ways described in this Notice.

This Notice may be updated from time to time. All updates and amendments are effective immediately and we encourage you to review this Transparency Notice often to stay informed of changes. If you have any questions about this policy, please email info@deltservices.co.uk.

Who we are

Delt Shared Services Ltd.

2 Derriford Business Park

Derriford

Plymouth

PL6 5QZ

Website: <https://deltservices.com/>

You can contact us with queries on:

Telephone: +44(0)1752 308888

Email: info@deltservices.co.uk

Purposes and Lawful basis

Delt Shared Services Ltd. will use personal data for its legitimate business interests of managing building and asset security and site safety. There are also legal obligations in the event of an onsite accident.

General visitor information

Delt Shared Services Ltd. will use the minimum necessary personal data to manage access to our sites and their assets. Depending on your purpose in visiting us we may collect basic business related identifiers from you such as name, contact information, role and organisation; and additional information like vehicle registration number (if parked in our car park) or signature (for example, if entering restricted area).

Health and Safety

In the event of a health and safety accident, information about the event including details of any injuries sustained, immediate action taken and personal contact information may be collected in order to meet accident reporting legal obligations.

CCTV at Delt Shared Services Ltd. buildings

We record CCTV images in the head office (2 Derriford Business Park) car park and within open plan and secure store areas of the building, this is also in place at our Haxter Close (Plymouth) and Orchard Court (Exeter) offices. CCTV is not actively monitored. This data may be used:

- to prevent crime and protect buildings and assets from damage, disruption, vandalism and other crime;
- for the personal safety of staff, visitors and other members of the public and to act as a deterrent against crime;
- to support law enforcement bodies in the prevention, detection and prosecution of crime;
- to support the health and safety of staff and others;
- in support of any civil litigation, including employment tribunal proceedings

Images that may also be used to indirectly provide information about you (for example, you may not be clearly visible in a CCTV recording of a vehicular incident in our head office car park, but your employer knows which van you were driving that day or who was sent to our offices) may be shared with parties such as other employers or insurance companies, on receipt of a valid request.

If Delt Shared Services Ltd. is asked or obliged to provide personal data about you that we know identifies you for another reason, and that request or demand is valid, Delt Shared

Services Ltd. will tell you about it, unless we are legally required not, and assuming that Delt Shared Services Ltd. is able to identify you and holds contact information for you.

Processors and International Transfers

The data above which identifies you will be processed in the UK.

Retention

Basic identifying information about site visitors is kept for a maximum of 3 months. In line with the Health and Safety at Work Act recommendation, accident information will be held for 5 years.

Accident reports that are part of Delt Shared Service Ltd employee records may be retained for duration of employment + 6 years. CCTV recordings are kept for 3 months, unless they are extracted for one of the legitimate purposes described above.

If Delt Shared Services Ltd. receives a valid request for which we do not have our own legal or legitimate reason for processing the extract will be deleted as soon as it is no longer required for the sharing purpose.

Your data protection rights

UK GDPR gives you rights over personal data that **relates to you** (as you can see from above, this is likely to be minimal) these include:

- The right to ask us for copies of your personal information.
- The right to ask us to rectify personal information if you can show it is incorrect and ask us to complete information you can show is incomplete.
- The right to ask us to erase your personal information where Delt Shared Services Ltd no longer has a legitimate purpose to process it.
- The right to stop us processing your personal information where Delt Shared Services Ltd. does not have a legal or contractual obligation to process your personal information.
- The right, in certain circumstances, to ask us to restrict the processing of your personal information.
- The right, in some circumstances, to object to the processing of your personal information. The right to prevent any wholly automated decisions involving personal data; Delt Shared Services Ltd. does not however use any wholly automated decision-making techniques about individuals.

Where Delt Shared Services Ltd. is processing information about you for our own purposes, to exercise any of these rights please contact us at DataProtectionOfficer@deltservices.co.uk. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You may need to prove your identity before getting access to data that relates to you or exercising your other rights. This may be by providing a proof of ID (we will not keep a copy once it has been verified) or by providing contextual information that proves that you are who you say you are.

If your request relates to access to personal data that relates to you that Delt holds about you as part of managing the contracted service:

- We invite you to use [Delt's Subject Access Request Form](#). This will help you to provide the information we need to process your request as quickly as possible, including verification of identity.
- We may write back to ask for clarification or to request that you to narrow or modify your requirements if they are unclear. This will pause the one month timescale for the complete response.
- If your request is complex or we have received multiple requests from you we may extend the time for a further two months. We will tell you if this applies within the initial month and as soon as we identify it.

You can find out more about what data protection law means for you by visiting <https://ico.org.uk/your-data-matters/>.

How to complain

If you have any concerns or questions about our use of your personal information, please contact us at DataProtectionOfficer@deltservices.co.uk.

You can also complain to the ICO if you are unhappy with how we have used personal data that relates to you.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>