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Bed-Bugs.co.uk

Useful information and professional treatment solutions.

Bed Bugs Limited

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**General Data
Protection
Regulations (GDPR)–
Processes and Forms**

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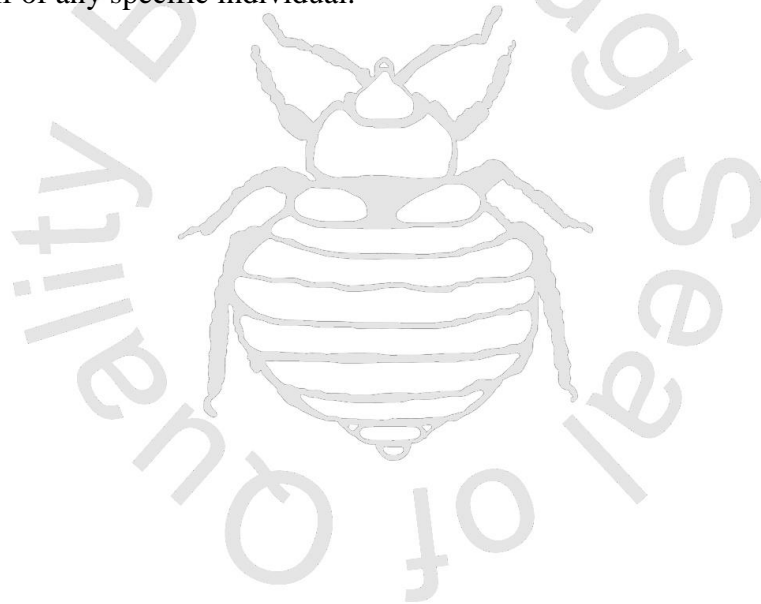
Introduction

Bed Bugs Limited are committed to processes for continual improvement and compliance with all current government legislation and associated procedures, including General Data Protection Regulations (GDPR).

This document outlines the company procedures and processes for checking to see if we hold records pertaining to you and how these can be deleted from our record system.

We aim to comply to any data requests, you may make, within 3 working days. However, we request that you are mindful that there may be times, such as staff vacations, where it may take longer to access all of our record system, because of the secure way that they are managed on multiple sites.

A printed archive of any requests for data searches is kept in our GDPR Compliance Manual. This is maintained in our main office, because we are required to keep a log of all requests received, regardless of whether or not we had previously held any data on behalf of any specific individual.



Data Overview

Bed Bugs Limited take the confidentiality of both nature of our work, and our clients extremely seriously. We are a relatively small company, however we aim to be compliant with data protection systems and procedures which would normally apply to much larger commercial organisations.

We NEVER disclose information to third parties unless legally compelled to do so. Additionally, we actively seek our customers consent.

Any data held, will be used to keep customers informed about any relevant goods and services available, in addition to providing educational updates.

Use of Bed Bugs Limited Websites

As in the case of most other commercial websites, the Bed Bugs Limited websites collect certain information automatically and store it in log files. The information may include internet protocol (IP) addresses; Region or general location where your computer or device is accessing the internet; Browser type; Operating system. This may also contain and other usage information about the use of Bed Bugs Limited website, including a history of the pages you view.

We use this information to help us design our site to better deliver information. The Bed Bugs Limited websites also use cookies and web beacons. However, they do not track users when they cross to third party websites.

Security of Your Information

Physical, technical and administrative safeguards are maintained to ensure the integrity and protect the privacy of data and personally identifiable information used by the company. We update and test the integrity of our security technology on an ongoing basis and restrict access to all customers personal data only to accountable employees who need access to provide the particular services you require.

All of our employees are trained in the importance of confidentiality and maintaining both the privacy and security of your information. This is fully disclosed in our user documentation. We are fully committed to taking appropriate disciplinary measures to enforce our employee's privacy responsibilities.

Data Storage and Retention

Your personal data is stored by the Bed Bugs Limited on its computer servers, and on the servers of the cloud-based database management services that Bed Bugs Limited communicates with.

Bed Bugs Limited retains data only for the duration of the customer relationship.

Data Architecture

Our commercial data is currently held within three data storage systems:

- Operational - internal
- eCommerce - external
- Accounting - internal

We are also active on social media; however it is not company policy to use social media to market directly to platform users outside of update posts.

We specifically and deliberately do not hold:

- Customers payment information
- Customers surnames

Operational Data

Our booking system is based on a scheduling calendar and contains the following information:

- First name
- Contact number
- Address
- A scan of the case notes
- In some cases, we may also have been requested to generate Service or Expert Reports to external agencies. These reports are only generated upon request from a recognised / legal authority and are project specific.

Some projects may have data collected such as images or notes. This data is stored on the company's private secure cloud server. This data can only be accessed following formal Senior Management approval.

eCommerce Data

In order to process any orders or online shopping systems we collect:

- Contact details
- Address
- Products purchased

Some projects may have data collected such as images or notes. This data is stored on the company's private secure cloud server. This data can only be accessed following formal Senior Management approval.

Accounting Data

In order to process all transactions and prepare our accounts we use a third-party accounting software, this records and archives:

- Contact details
- Address
- Value of the work undertaken

Some projects may have data collected such as images or notes. This data is stored on the company's private secure cloud server. This data can only be accessed following formal Senior Management approval.

Form to Request Data Search

Name: _____

Phone number: _____

Email: _____

Address: _____

Systems you want checked (tick as required):

Operational data

Electronic commerce data

Accounting system data

How would you like us to inform you of the results?

Would you like us to automatically remove any results found? Yes No

Comments

Internal use only

Date received: _____

Received by: _____

Date actioned: _____

Actioned by: _____

Date archived: _____

Archived by: _____