



Data Protection & Privacy Policy

Directors at Caltec Environmental services Ltd are ultimately responsible for ensuring that the company meets its legal obligations.

The Data Protection Officer, Belinda Whitfield, can be contacted at info@caltecgroupp.co.uk.

The company collects information from customers and suppliers - names, email addresses, addresses and phone numbers. This information is used for business administrative purposes and customer service only. If the company receives correspondence by email, post, or other form of communication, such correspondence may be retained and the information contained in it used to respond to the enquiry. Personal information is not sold to anyone, and is only shared with third parties who are facilitating the delivery of Caltec Environmental services Ltd. This collated data will be stored within a secure electronic document system and backed up in the UK. Data is retained for the duration of the customer's or supplier's business relationship with Caltec Environmental Services Ltd. Only direct employees of the company who need it for work purposes have access to the data. Employees understand their responsibilities when handling data and aim to keep it secure by taking sensible precautions. Employees request help from Management or the Data Protection Officer if they are unsure about any aspect of data protection.

When data is stored on paper, it should be kept in a secure place where unauthorised people cannot see it. When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts. It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances Caltec Environmental Services Ltd will disclose requested data. However, the Data Protection Officer will ensure the request is legitimate, seeking assistance from the Directors and from the company's legal advisers where necessary.

All individuals who are the subject of personal data held by Caltec Environmental Services Ltd are entitled to:

- Right of access to personal data
- Right to rectification of personal data
- Right to erasure of personal data
- Restriction of personal data
- Right to object
- Right to data portability
- Right to withdraw your consent at any time
- Right to lodge a complaint to the supervisory authority, ICO