

ACCLAIM SAFETY SYSTEMS PRIVACY POLICY

1 User privacy and data protection

User privacy and data protection are human rights, we have a duty of care to the people within our data. Data is a liability, it should only be collected and processed when absolutely necessary.

We will never sell, rent or otherwise distribute or make public any personal information.

2 Relevant legislation

Along with our business and internal systems, the PRIME Systems (PRIME) applications are designed to comply with the following national and international legislation with regards to data protection and user privacy:

UK Data Protection Act 1988 (DPA)

EU Data Protection Directive 1995 (DPD)

EU General Data Protection Regulation 2018 (GDPR)

PRIME's compliance with the above legislation, all of which are stringent in nature, means that PRIME is likely to be compliant with the data protection and user privacy legislation set out by many other countries and territories as well. If you are unsure about whether PRIME is compliant with your own country of residences' specific data protection and user privacy legislation you should contact our data protection contact (details of whom can be found in section 6) for clarification.

3 Personal information that PRIME collects and why we collect it

Data Processor

As a data processor we process personal information on behalf of our customers, about our customer's data subjects. Personal data is securely recorded into PRIME by you and other authorised users.

The types of personal data that we process on behalf of our customers includes name, age, date of birth, address, telephone number, mobile number, e-mail address, contractual details, health information (specifically injury and illness information), gender.

The categories of data subject about whom personal data relates to includes data subjects who are customers, staff, contractors, agency workers, suppliers or members of the public, involved with in incidents, audits, checks and other events that require their personal data to be collected by you.

We process this data on behalf of our customers to meet the terms of service we agree with them so that they can meet their obligations as a business.

Data Controller

As a data controller we collect and process personal information about our customer's use of PRIME.

The types of personal data that we collect includes user name, telephone number, mobile number, e-mail address, IP address.

The categories of data subject about whom personal data relates to includes data subjects who are authorised users of their employer or the organisation they are working on behalf of.

We collect and process this data to support the service we are committed to provide to our customers such as investigating issues reported to us and assisting you to use PRIME. We also use this data to review the performance of PRIME and to understand better how you use it.

We only keep this data for as long as we need to. For data that we process on behalf of our customers we keep the data for as long as we have an agreement between us, or until our customers ask us to delete it. For data about you that we collect, we keep data relating to use of the system for no more than 1 year, and we keep contact information for as long as we have an agreement between us.

4 How we store your personal information

Data is stored within PRIME, which consists of one or more databases. Access to this data is controlled by Access Control Groups, agreed with the customer. The databases are stored in the UKFast Data Centre in Manchester UK and replica copies stored on PRIME's staging server and the disaster recovery server, both in the UK. Data is encrypted at rest on all servers and in transit between all servers and browsers. Backups are taken daily, are encrypted twice and stored within the UK for no more than 60 days.

As of May 2018, we use the following third party data sub-processors as part of the service we provide to you;

UKFast.Net Limited, (Company No. 03845616) whose registered office is UKFast Campus, Birley Fields, Manchester M15 5QJ

VI NET Limited, (Company No. 07854962) whose registered office is 93 Building 50, Argyll Road London SE18 6PJ

Blueraq Networks Limited, (Company No. 05104805) whose registered office is 2 Mountside, Stanmore, Middlesex, HA7, 2DT

We also use the following third party data sub-processors to process data about you as a customer (but not for any data that you input into PRIME);

Google (for Google Analytics, to track user interaction)

Xero Limited (for accounting services, storing our key contacts name and email address)

5 Data Breaches

We will report any unlawful data breach from this site to any and all relevant persons and authorities within 72 hours of becoming aware of the breach, if it is apparent that personal data stored in an identifiable manner presents a risk to the data subject.

6 Data Controller

The data controller of the data relating directly to our customers is:

Acclaim Safety Systems Limited, company number: 03923418

Registered Office Address: The Stables, South Wing, Ashlyns Hall, Chesham Road, Berkhamsted, HP4 2ST

Person responsible for data protection is the Director, Acclaim Safety Systems.

Email: info@prime-systems.net

The data controller of the data relating to our customers data subjects is the customer who inputs that data into the site.

7 Changes to our privacy policy

This privacy policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our customers or users of these changes. Instead, we recommend that you check this page occasionally for any policy changes. Specific policy changes and updates are detailed in the change log below.

8 Change log

21/5/2018 Privacy policy issued