# Data Protection

# The Types of Personal Data Collected

Customers contact us directly, or clients (manufacturers or retailers) in order to repair/renovation/report on furniture. The personal data taken will include: -

Name and address Phone number

Email address.

In addition, the customer/client will supply relevant furniture information, including make and model and purchase date.

# Legal Basis

Customer personal data is processed by Leather Medic Ltd in order to fulfil its contractual obligation to its clients.

# Sharing of Customer Personal Data

Customers personal data is shared by Leather Medic Ltd with the Service Technician and Office staff who will be contacting the customer to arrange to visit to provide the inspection and repair services, and, when appropriate, with third-party suppliers who will may deliver parts to the customer’s address as required.

Data is also shown to Leather Medic Ltd’s accountant staff due to accounting system for financial compliance, but is only used for this purpose and not for use for marketing unless the customer/client has given consent.

# Retention of Customer Personal Data

Customer personal data is stored on our Sage Accounting system for this purpose only, unless we have consent from customers/clients to use for marketing purposes, newsletters etc..

# Personal Data Security

Access to the personal data stored is password controlled.

All data held electronically by Leather Medic Ltd is backed up weekly.

Paperwork held is shredded by a compliant, registered company, which issue us with a Certificate of Destruction.

**Data Protection Policy Statement**

This document sets out the steps Leather Medic Ltd takes to protect data that comes into its possession or that which it generates. The types of data covered by this policy are: -

* Customer/Client data

Leather Medic Policy aims to:-

* comply with both the law (particularly the UK Data Protection Act (1998) and the GDRP) and good practice.
* respect individuals’ rights to privacy.
* take reasonable steps to ensure that the personal data held is accurate, is held only for as long as necessary and is only used for the purposes specifically agreed by the individual
* be open and honest with individuals whose data is held
* hold personal and commercial data securely.

Leather Medic Ltd recognises that its first priority under the GDPR is to avoid causing harm to individuals. In the main this means: -

* keeping information securely and holding correct data.

# Customer Data

Customer data is held in the form of: -

* Name
* Address
* Email address
* Home phone number / Mobile phone number.

This data is only shown to service technicians, office staff and accountancy firm staff.

Information relating to the repair/report/inspection carried out on customer/clients furniture is also held and reported to customer or client. This information and the customer data will be used to: -

* Carry out and manage the repair service requested by the customer/client
* Report on progress with the specific inspection / repair job to the customer/ client.
* Monitor our services to our clients and customers

Contact information provided about the customer by the Client will be used to make appointments with the Customer and to send service or similar messages.

Customers are entitled to view the information held about them at any time. In order to do this Customers should write to registered office: -

Leather Medic Ltd

32 Ridgeway Road

Gillingham

Dorset SP8 4GH

# DATA Breach

A Data Breach is a security incident that has affected the confidentiality, integrity or availability of Personal Data. All security incidents, whether relating to electronic data or data held in paper form will be reported as soon as possible. If a Personal Data Breach has occurred we will notify the customer / client as soon as possible.