



## PRIVACY POLICY

### Introduction:

Docom Ltd is committed to protecting the privacy and security of personal information. This privacy policy is in accordance with the General Data Protection Regulation (GDPR) and applies to any personal information that can identify a person. This includes companies we work for/with; clients that we work with and any other contact we undertake with other parties.

### What information do we hold and why?

Our primary function is to provide communication support to end clients either directly or via agencies either as a sub-contract or an introduction.

In order to fulfil our function and carry out various business activities, we hold names, email addresses and telephone numbers and notes taken on behalf of our clients.

We are a limited company and as such will issue quotes and invoices both to clients and other organisations which will be reported to HMRC through our auditors. All our invoices are electronic and we also print a copy, these are stored in a secure box.

We take notes which are potentially of a sensitive nature on behalf of our clients. This information is held encrypted by us to finalise the document, send to the client encrypted with a separate password and once the client has confirmed receipt and the document can be read, all versions are deleted, including files and emails.

### How do we collect it?

Information is given to us by clients or agencies to meet the requirements of a contract.

Each client contract is considered separate, we do not seek information unless directly related to the contract.

We don't gather this information into one place (database) and we don't carry out any form of data profiling or marketing emails.

## How do we use it?

To contact clients, associates and other business organisations about specific work being undertaken and to provide administrative information to achieve that work.

To respond to queries from clients and business organisations.

To process payments and report required information to our auditors and HMRC.

## How do we protect it?

All personal information we hold is kept securely, using a variety of security measures and procedures to protect it from unauthorised access, use or disclosure. Where possible, data is made anonymous to prevent association or identification, should a breach occur. Any suspected data security breach will be notified to the relevant parties, as is legally required.

## How long do we keep it?

We will only keep your personal information for as long as is necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

## Your Rights:

Under GDPR and the Data Protection Act 2018 (DPA), you have the right to request access to your personal data at any time. You can request that we update or delete any Personal Information. This information will be provided in the form of a secure document and will not incur a fee.

## Data Protection Officer:

Due to the size of our organisation we do not have a Data Protection Officer as a specific role, however, the directors of Docom Ltd are responsible for the organisation and therefore take on this role.