

Data Protection Privacy Notice – Customer/Supplier Data			
	Document Number: FG_BD_Pol.01	Version no: 1	Page Page 1 of 2
Creation Date:	25/05/18	Next Review Date:	25/05/19

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This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a ‘privacy notice’) and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Future Industrial Services Ltd ('the Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

What information we may collect

We may collect the following information during any stages of business development:

- Your name and contact details (ie work address, mobile/phone numbers and email address);
- Details of your industry;
- service requirements;

We will collect the following information during the enquiry stage in order to prepare a commercial offer:

- Information about your company and its industry sector
- Information regarding the requirements of your industry

How we collect the information

We will collect this information through direct contact, telephone or e-mail. This is held in one of two systems;

- 1) Pipedrive where we record initial enquiries
- 2) Microsoft Dynamics or ISYS our operational delivery programmes

All systems are web based and GDPR compliant.

Why we collect the information and how we use it

We will typically collect and use this information for the following purposes (other purposes that may also apply are explained in our Data Protection Policy):

- to take steps to enter a commercial offer;
- to keep a record to offer further services in the future should they be required
- for the purposes of our legitimate interests, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

How we may share the information

We may use the information to share within the FIS group, customer information is never shared externally.

Sensitive personal information

Further details on how we handle sensitive personal information are set out in our Data Protection Policy, available from the Business Development department.

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Where information may be held

Information may be held at our offices and third-party agencies (software providers e.g. Pipedrive.com) all of which are confirmed as GDPR compliant.

How long we keep your information

We keep information that we obtain about your service requirements (during the enquiry process) for no longer than is necessary for the purposes of making a commercial offer or providing and undertaking the service.

How long we keep your information will depend on whether your business had a requirement for our services, either associated services or potential requirements in the future.

Further details on our approach to information retention and destruction are available in our Data Retention Policy.

Your rights to correct and access your information and to ask for it to be erased

Please contact our Business Development Manager, Martin Hodges, who can be contacted at: info@futureindustrial.com or 01404 548333 if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice.

You also have the right to ask the Business Development Manager for some but not all of the information we hold and process to be erased (the ‘right to be forgotten’) in certain circumstances. The Business Development Manager will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that the Business Development Manager can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.