

ISHelp.CO.UK LIMITED AND GRIDSMART LIMITED (THE COMPANY)

GDPR DATA SUBJECT NOTIFICATIONS

Summary

Ref	Data Subject
01	Customer
02	Enquirer
03	Job applicant
04	Employee
05	Supplier
06	Referee
07	Outlook Contact
08	Site Visitor

REF 01

DATA SUBJECT: CUSTOMER

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations, the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company processes your data for the purposes of providing the contracted services agreed to in the Company's engagement and in accordance with the Company's terms and conditions.

During the course of business with the Company, the Company collects and retains certain basic personal data about you, such as contact details and job title. The Company also retains any notes made during business meetings.

The Company may transfer certain information to third party servers and cloud software providers.

The Company will retain all personal data the Company has obtained relating to you for a maximum of seven years after completion of the engagement to fulfil the purposes for which the Company collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

You have the right to request access to this data, to have the data rectified or erased, to restrict the processing, to object to processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 02

DATA SUBJECT: ENQUIRER

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

When you email an enquiry or submit a contact form on the Company's website, the Company captures basic contact data such as your name, phone number and email address, ultimately with the goal of forming a contract with you. If you do not provide this data, the Company are unable to contact you.

The Company may transfer certain information to third party servers and cloud software providers.

The Company may retain your information for up to three years in case there are later queries.

Should the communication result in a business relationship, this relationship will be covered under a separate privacy notice as applicable.

You have the right to request: access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 03

DATA SUBJECT: JOB APPLICANT

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard. When you apply for employment at the Company, the identity documentation you provide and the data on your application form and CV is transferred to the Company's IT system. The Company use this data to assess your application with the ultimate goal of forming a contract of employment with you.

The Company may transfer certain information to third party servers and cloud software providers. Any hard copy is filed securely.

If your application is unsuccessful, the Company retain this data for one year (in case you wish to re-apply) and then delete the digital data and shred the hard copy.

If your application is successful, personal data gathered during the recruitment process will be transferred to your Human Resources file and retained for the duration of your employment and will be covered under our privacy notice for employees.

The Company may contact your nominated referees and receive references from them, the personal data received from them is treated in the same way as stated above.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 04

DATA SUBJECT: EMPLOYEE

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

Employee privacy notices are provided with your employment contract. If you require a copy, please contact the HR department.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 05

DATA SUBJECT: SUPPLIER

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company keeps certain minimal contact details about you such as your name, email address and phone number(s). The Company uses this data only to contact you as necessary in relation to the goods or services you provide or to comply with legislation such as the Finance Act 2008.

The Company may transfer some of your personal data to cloud software service providers, third party servers and banks.

The Company has a legal obligation to retain this data for seven years and may retain it for up to two years further in case there are later queries.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 06

DATA SUBJECT: REFEREE

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

An individual who applied for employment at the Company provided your details as a referee. The data is limited to simple contact details and which are stored on the Company's IT system, any hard copies containing this data are filed securely. The Company processes this data in pursuance of the legitimate interest of the Company to recruit new employees.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

If the application is unsuccessful your contact details will be deleted after one year and any hard copies will be shredded. If the application is successful, the Company may retain this data for up to twenty five years as part of the applicants Human Resources file.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 07

DATA SUBJECT EMAIL CONTACT

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

Your email address is automatically included as part of any email the Company receive from you and in storing your email the Company inevitably store this data; any other personal data included in the email will also be stored. Our email software may automatically extract your email address and the Company's staff may add your name and possibly phone number, job title and place of employment. The Company do this as a legitimate interest of the Company in the normal course of running a business and communicating via email.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

Generally, the Company delete most data of this type within ten years of communication although depending on the nature of the communication the Company may have a legal obligation store this data for longer, or this data may be covered by a separate privacy notice.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.

REF 08

DATA SUBJECT: SITE VISITOR

ISHelp.co.uk Limited and GridSmart Limited
Unit 8, Mulberry Court
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Matford Business Park
Exeter
EX2 8PW

The Company takes its responsibilities to protect personal data very seriously. Under the General Data Protection Regulations the Company is required to inform you that the Company collects and processes your personal data and of your rights in that regard.

The Company will process your personal data for the purpose of site security and fire safety. The legal basis for this processing is that it is necessary for compliance with a legal obligation to which the Company is subject.

The Company may transfer some of your personal data to cloud software service providers and third-party servers.

Generally the Company delete most data of this type within one year of visit although depending on the nature / result of the visit the Company may have a legal obligation to store this data for longer.

You have the right to request access to the data, rectification or erasure of the data, restriction of processing, to object to the processing or to have the data provided to you in electronic form for data portability.

You also have a right to lodge a complaint with the Information Commissioner's Office.