

The Companies Comprising the TD Group Ltd

Data Retention Policy

25 May 2018

1. Introduction

This Policy sets out the obligations of the Companies wholly owned by **Total Design Group Ltd**, a company registered in the UK under number 10701569 whose registered office is at Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET (“the Group”) comprising:

- **Total Design Shopfitting Services Ltd** a company registered in the UK under number 03824746 whose registered office is at Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET;
- **TDS Electrical Ltd** a company registered in the UK under number **08218154** whose registered office is at Prospect House, 50 Leigh Road, Eastleigh, Hampshire, SO50 9DT;
- **Shelving Solutions Ltd** a company registered in the UK under number **07212765** whose registered office is at Prospect House, 50 Leigh Road, Eastleigh, Hampshire, SO50 9DT;
- **Total Design Joinery Ltd** (trading as Midas Marine) a company registered in the UK under number **10021554** whose registered office is at Prospect House, 50 Leigh Road, Eastleigh, Hampshire, SO50 9DT.

regarding retention of personal data collected, held, and processed by the Group in accordance with EU Regulation 2016/679 General Data Protection Regulation (“GDPR”).

The GDPR defines “personal data” as any information relating to an identified or identifiable natural person (a “data subject”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The GDPR also addresses “special category” personal data (also known as “sensitive” personal data). Such data includes, but is not necessarily limited to, data concerning the data subject’s race, ethnicity, politics, religion, trade union membership, genetics, biometrics (if used for ID purposes), health, sex life, or sexual orientation.

Under the GDPR, personal data shall be kept in a form which permits the identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed. In certain cases, personal data may be stored for longer periods where that data is to be processed for archiving purposes that are in the public interest, for scientific or historical research, or for statistical purposes (subject to the implementation of the appropriate technical and organisational measures required by the GDPR to protect that data).

In addition, the GDPR includes the right to erasure or “the right to be forgotten”. Data subjects have the right to have their personal data erased (and to prevent the processing of that personal data) in the following circumstances:

- a) Where the personal data is no longer required for the purpose for which it was

- originally collected or processed (see above);
- b) When the data subject withdraws their consent;
- c) When the data subject objects to the processing of their personal data and the Group has no overriding legitimate interest;
- d) When the personal data is processed unlawfully (i.e. in breach of the GDPR);
- e) When the personal data has to be erased to comply with a legal obligation; or
- f) Where the personal data is processed for the provision of information society services to a child.

This Policy sets out the types of personal data held by the Group for the administration of childcare as a function of its core business and as a function of being an employer, the periods for which that personal data is to be retained, the criteria for establishing and reviewing such periods, and when and how it is to be deleted or otherwise disposed of.

For further information on other aspects of data protection and compliance with the GDPR, please refer to the Group's Data Protection Policy.

2. **Aims and Objectives**

- 2.1 The primary aim of this Policy is to set out limits for the retention of personal data and to ensure that those limits, as well as further data subject rights to erasure, are complied with. By extension, this Policy aims to ensure that the Group complies fully with its obligations and the rights of data subjects under the GDPR.
- 2.2 In addition to safeguarding the rights of data subjects under the GDPR, by ensuring that excessive amounts of data are not retained by the Group, this Policy also aims to improve the speed and efficiency of managing data.

3. **Scope**

- 3.1 This Policy applies to all personal data held by the Group for the purposes of:
 - 3.1.1 Contracting with clients for the provision of services and products
 - 3.1.2 Pursuing legitimate interests, specifically:
 - a) Direct marketing to existing clients and prospects;
 - b) Security of the Group premises
 - 3.1.3 Establishing contractual relationships with our employees.
- 3.2 Employee personal data, as held by the Group is stored in the following ways and in the following locations:
 - a) On the Mentor cloud-based HR system (operated by Nat West Bank plc on behalf of the Group);
 - b) Physical records stored in a lockable cabinet located in the Accounts Office at Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET;
- 3.3 Client data (which may include information such as email addresses allowing an individual to be identifiable) is stored in the following ways and in the following locations:

- a) Physical records stored in lockable cabinets at each of the subsidiary Company trading addresses;
- b) Electronic records stored on the password protected servers at each of the subsidiary Company trading addresses;
- c) Electronic records stored in cloud-based password protected servers operated under the control and management of a third-party data processor contracted by the Group for marketing purposes;
- a) CCTV imagery stored on a password protected hard drive located in the Main Office, at Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET;
- b) Each of the Companies in the Group use a back-up server installed in a secure location and operated by a third-party Data Processor under contract for the provision of such services.

4. **Data Subject Rights and Data Integrity**

All personal data held by the Group is held in accordance with the requirements of the GDPR and data subjects' rights thereunder, as set out in the Group's Data Protection Policy.

- 4.1 Data subjects are kept fully informed of their rights, of what personal data the Group holds about them, how that personal data is used as set out in Parts 12 and 13 of the Group's Data Protection Policy, and how long the Group will hold that personal data (or, if no fixed retention period can be determined, the criteria by which the retention of the data will be determined).
- 4.2 Data subjects are given control over their personal data held by the Group including the right to have incorrect data rectified, the right to request that their personal data be deleted or otherwise disposed of (notwithstanding the retention periods otherwise set by this Data Retention Policy), the right to restrict the Group's use of their personal data, the right to data portability, and further rights relating to automated decision-making and profiling, as set out in Parts 14 to 20 of the Group's Data Protection Policy.

5. **Technical and Organisational Data Security Measures**

- 5.1 The following technical measures are in place within the Group to protect the security of personal data. Please refer to Parts 22 to 26 of the Group's Data Protection Policy for further details:
 - a) All emails containing personal data must be encrypted;
 - b) All emails containing personal data must be marked "confidential";
 - c) Personal data may only be transmitted over secure networks;
 - d) Personal data may not be transmitted over a wireless network if there is a reasonable wired alternative;
 - e) Personal data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself and associated temporary files should be deleted;
 - f) Where personal data is to be sent by facsimile transmission the recipient should be informed in advance and should be waiting to receive it;
 - g) Where personal data is to be transferred in hardcopy form, it should be

passed directly to the recipient or sent using Royal Mail;

- h) All personal data transferred physically should be transferred in a suitable container marked “confidential”;
 - i) No personal data may be shared informally and if access is required to any personal data, such access should be formally requested from the Data Protection Officer, Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET.
 - j) All hardcopies of personal data, along with any electronic copies stored on physical media should be stored securely;
 - k) No personal data may be transferred to any employees, agents, contractors, or other parties, whether such parties are working on behalf of the Group or not, without authorisation;
 - l) Personal data must be handled with care at all times and should not be left unattended or on view;
 - m) Computers used to view personal data must always be locked before being left unattended;
 - n) No personal data should be stored on any mobile device, whether such device belongs to the Group or otherwise without the formal written approval of Data Protection Officer, Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET and then strictly in accordance with all instructions and limitations described at the time the approval is given, and for no longer than is absolutely necessary;
 - o) No personal data should be transferred to any device personally belonging to an employee and personal data may only be transferred to devices belonging to agents, contractors, or other parties working on behalf of the Group where the party in question has agreed to comply fully with the Group’s Data Protection Policy and the GDPR;
 - p) All personal data stored electronically should be backed up daily with backups stored offsite. All backups should be encrypted;
 - q) All electronic copies of personal data should be stored securely using passwords and encryption;
 - r) All passwords used to protect personal data should be changed regularly and should must be secure;
 - s) Under no circumstances should any passwords be written down or shared. If a password is forgotten, it must be reset using the applicable method. IT staff do not have access to passwords;
 - t) All software should be kept up-to-date. Security-related updates should be installed as soon as reasonably possible after becoming available;
 - u) No software may be installed on any Group-owned computer or device without approval; and
 - v) Where personal data held by the Group is used for marketing purposes, it shall be the responsibility of Data Protection Officer, Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET to ensure that the appropriate consent is obtained and that no data subjects have opted out, whether directly or via a third-party service such as the TPS.
- 5.2 The following organisational measures are in place within the Group to protect the security of personal data. Please refer to Part 27 of the Group’s Data

Protection Policy for further details:

- w) All employees and other parties working on behalf of the Group shall be made fully aware of both their individual responsibilities and the Group's responsibilities under the GDPR and under the Group's Data Protection Policy;
- x) Only employees and other parties working on behalf of the Group that need access to, and use of, personal data in order to perform their work shall have access to personal data held by the Group;
- y) All employees and other parties working on behalf of the Group handling personal data will be appropriately trained to do so;
- z) All employees and other parties working on behalf of the Group handling personal data will be appropriately supervised;
- aa) All employees and other parties working on behalf of the Group handling personal data should exercise care and caution when discussing any work relating to personal data at all times;
- bb) Methods of collecting, holding, and processing personal data shall be regularly evaluated and reviewed;
- cc) The performance of those employees and other parties working on behalf of the Group handling personal data shall be regularly evaluated and reviewed;
- dd) All employees and other parties working on behalf of the Group handling personal data will be bound by contract to comply with the GDPR and the Group's Data Protection Policy;
- ee) All agents, contractors, or other parties working on behalf of the Group handling personal data must ensure that any and all relevant employees are held to the same conditions as those relevant employees of the Group arising out of the GDPR and the Group's Data Protection Policy;
- ff) Where any agent, contractor or other party working on behalf of the Group handling personal data fails in their obligations under the GDPR and/or the Group's Data Protection Policy, that party shall indemnify and hold harmless the Group against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

6. **Data Disposal**

Upon the expiry of the data retention periods set out below in Part 7 of this Policy, or when a data subject exercises their right to have their personal data erased, personal data shall be deleted, destroyed, or otherwise disposed of as follows:

- 6.1 Personal data stored electronically (including any and all backups thereof) shall be deleted securely;
- 6.2 Special category personal data stored electronically (including any and all backups thereof) shall be deleted securely;
- 6.3 Personal data stored in hardcopy form shall be shredded and recycled;
- 6.4 Special category personal data stored in hardcopy form shall be shredded and recycled.

7. Data Retention

- 7.1 As stated above, and as required by law, the Group shall not retain any personal data for any longer than is necessary in light of the purpose(s) for which that data is collected, held, and processed.
- 7.2 Different types of personal data, used for different purposes, will necessarily be retained for different periods (and its retention periodically reviewed), as set out below.
- 7.3 When establishing and/or reviewing retention periods, the following shall be taken into account:
- a) The objectives and requirements of the Group;
 - b) The type of personal data in question;
 - c) The purpose(s) for which the data in question is collected, held, and processed;
 - d) The Group's legal basis for collecting, holding, and processing that data;
 - e) The category or categories of data subject to whom the data relates.
- 7.4 If a precise retention period cannot be fixed for a particular type of data, criteria shall be established by which the retention of the data will be determined, thereby ensuring that the data in question, and the retention of that data, can be regularly reviewed against those criteria.
- 7.5 Notwithstanding the following defined retention periods, certain personal data may be deleted or otherwise disposed of prior to the expiry of its defined retention period where a decision is made within the Group to do so (whether in response to a request by a data subject or otherwise).
- 7.6 In limited circumstances, it may also be necessary to retain personal data for longer periods where such retention is for archiving purposes that are in the public interest, for scientific or historical research purposes, or for statistical purposes. All such retention will be subject to the implementation of appropriate technical and organisational measures to protect the rights and freedoms of data subjects, as required by the GDPR.
- 7.7 For the purposes of the GDPR, the following definitions have been used in the table overleaf:
- 7.7.1 **"Paper Client Records"** include the following data:
- Client name
 - Address
 - Telephone contact numbers
 - Email address
 - VAT No.
 - Correspondence with the Group
 - Sales orders
- 7.7.2 **"Electronic Client Records"** are retained in the Group's Sage Accounting System and include the following data:

- Client name
- Address
- Telephone contact numbers
- Email address
- VAT No.
- Sales orders and sales history

7.7.3 **"Electronic Existing Customer and Prospective Customer Records"** are retained in the Group's Capsule CRM System and include the following information:

- Name
- Telephone Number
- Email Address
- Log of sales communications

7.7.4 **"Paper Employee Records"** include the following:

Identification information relating to employees:

- Name;
- Age/date of birth;
- Contact details;
- Bank account details;
- Next of kin contact details;
- National insurance number;
- Driving license details;
- Work permits and visas.

Health records:

- Details of sick leave;
- Medical conditions;
- Disabilities;
- Prescribed medication.

Employment records:

- Contracts of employment;
- Terms of Reference;
- Interview notes;
- CVs, application forms, covering letters, and similar documents;
- Assessments, performance reviews, and similar documents;
- Details of remuneration including salaries, pay increases, bonuses, commission, overtime, benefits, and expenses;
- Details of trade union membership (where applicable);
- Employee monitoring information;
- Records of disciplinary matters including reports and warnings, both formal and informal;
- Details of grievances including documentary evidence, notes from interviews, procedures followed, and outcomes.

7.7.5 **"Electronic Employee Records"** include the following:

Identification information relating to employees:

- Name;

- Age/date of birth;
- Contact details;
- Bank account details;
- Next of kin contact details;
- National insurance number;
- Driving license details;
- Work permits and visas.

Employment records:

- Results of performance assessments;
- Details of salaries, pay increases, bonuses, commission and overtime.

8. Data Register

- 8.1 The Group maintains an up to date Data Register, which provides specific details on the following:
- 8.1.1 The names of all current Data Processors nominated by the Group and the dates on which they became authorised;
 - 8.1.2 How personal data is collected;
 - 8.1.3 How and by whom personal data is processed;
 - 8.1.4 How personal data is retained and the specific security measures in place to protect that data;
 - 8.1.5 Who has access to personal data;
 - 8.1.6 How and where personal data is archived.
- 8.2 The Data Register is a 'live' document and is updated regularly to reflect the Group's administration of all personal data;
- 8.3 The Data Register is retained in the GDPR folder and is available to view on request.

Data Ref.	Type of Data	Purpose of Data	Review Period	Retention Period or Criteria	Comments
Paper Client Records	Personal data	Contract performance	Annually	Contact information is retained for as long as the business or person remains a Group client; otherwise 6 years	Retained in paper form in a restricted access lockable cabinet at each of the Group companies trading addresses
Electronic Client Records	Personal data	Contract performance	Annually		Retained as electronic data in a password-controlled Sage accounting system
Electronic Existing Customer and Prospective Customer Records	Personal data	Marketing purposes	Annually		Retained as electronic data in password controlled Capsule CRM system
Paper Employee Records	Personal Data	Contract performance	Annually	6 years from employee's Effective Date of Termination (EDT)	Retained in paper form in a restricted access lockable cabinet at the Group
Electronic Employee Records	Personal Data	Contract performance	Annually		Retained as electronic data in the NatWest Mentor HR cloud-based system
Unsuccessful employment applications	Applicant's information	Evaluation for employment	Annually	3 months from date of rejection	Retained only in paper form in a restricted access lockable cabinet at the Group
CCTV Imagery	Personal images of all visitors and workers at the Group	Security & monitoring	Monthly	4 weeks from date of recording	Retained electronically with restricted access, password protected
Server back-up	All Sage data	Security	Annually	Overwrites automatically on a weekly basis	Operated by third-party contracted Data Processor on behalf of the Group. Data is stored as encrypted data in a secure location

Further detailed information regarding how all personal data is processed, stored and archived may be found in the extant Group Data Register

9. **Roles and Responsibilities**

- 9.1 The Group's Data Protection Officer is Graeme Armstrong (Finance Manager), Unit 5 Woodside Industrial Estate, Woodside Road, Eastleigh, Hampshire, England, SO50 4ET.
- 9.2 The Data Protection Officer shall be responsible for overseeing the implementation of this Policy and for monitoring compliance with this Policy, the Group's other Data Protection-related policies (including, but not limited to, its Data Protection Policy), and with the GDPR and other applicable data protection legislation.
- 9.3 The Data Protection Officer shall be directly responsible for ensuring compliance with the above data retention periods throughout the Group.
- 9.4 Any questions regarding this Policy, the retention of personal data, or any other aspect of GDPR compliance should be referred to the Data Protection Officer.

10. **Implementation of Policy**

This Policy shall be deemed effective as of 25 May 2018. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved and authorised by Andy Murray, Managing Director.