

Matrix Networks Group Ltd Privacy Policy

Purpose

This policy document outlines Matrix Networks Group Limited's (MNGL) Client and Sub-Contractor Privacy Policy.

Scope

MNGL collects and processes personal data relating to its Clients and Sub-Contractors, to manage the business relationship. The Company is committed to being transparent about how it collects and uses the data and to meeting its data protection obligations. As the 'controller' of your personal information, we are responsible for how that data is managed. The General Data Protection Regulations (GDPR), sets out our obligations to you and your rights in respect of how we manage your personal information. As the 'controller' we will ensure that the personal information we hold about you is:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely

This document provides the information as required by GDPR under your right to be informed.

Policy

MNGL takes the confidentiality of personal data seriously, we process a number of different categories of data from Clients and Sub-Contractors during and after your working relationship with us.

Personal data collected may be used for research purposes in order to develop our products and services for the benefit of our clients.

The types of data that we collect includes:

- Name
- Company Contact details (postal address, phone number)
- Age / date of birth
- ID Photograph
- Training and competency records and certificates
- Bank Account Details for payment purposes
- Extra information you choose to tell us (in writing or verbally)

Why we collect it

The purposes of processing your personal information is for the following reasons:

- To ensure compliance with the New Roads and Street works Act 1991 and in support of our Accreditations to Lloyds Register NERS, GIRS and WIRS and ISO9001 with NQA. This is by assessing competency from training records.
- To meet obligations under health and safety law.
- Ensure effective general business administration.
- Maintain accurate and up to date records and contact details.
- To record performance management activities (accidents, incidents and near misses).
- To conduct and support internal and external audits.
- To monitor and report on the performance of the business and compliance.

Access to your personal data

In order to operate our business effectively MNGL do rely on third parties to provide specialist support. To provide support they do have access to personal data. Third parties are:

- We pass your details onto local councils in relation to New Roads and Street works Act 1991.
- IT and telecoms support companies – to ensure the safe, secure and resilient operation of our IT infrastructure including computers, servers, phones and mobile device.

How long we retain records for

The defined retention schedule for personal data is defined in DCC-Documents and Data Control Policy.

Our legal basis for processing your data

We rely on the following grounds within the GDPR

- Article 6.1.b Processing is necessary as we have a contract with you.
- Article 6.1.c Processing is necessary for us to demonstrate compliance with the law.
- Article 6.1.f Processing is necessary as a legitimate interest.

Your rights under GDPR

Under GDPR you have important rights and it is our duty to ensure that you are aware of these. Your rights include:

- The right to access to your personal information.
- The right to correct any mistakes in your information which we hold.
- The right to erasure (i.e. deletion) of personal information concerning you, in certain situations. Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with our contractual or legal obligations, this may affect our ability to fulfil our contractual duties with you.
- The right to access the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations.

Access to your data

You can access all data held by MNGL by a 'right of access' request under the General Data Protection Regulations.

We are legally obliged to:

- Give you a description of the data held
- Tell you why we are holding it.
- Tell you who it could be disclosed to
- Let you have a copy of the information in an intelligible form

Data Breach

The confidentiality and security of your information is of paramount importance to us. We have appropriate measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to our personal information to those who have a genuine business need to know. 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 breach, this is defined in the DSI-Data Security and Incident Response Plan Policy.

Who to contact

MNGL tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive very seriously. We encourage people to bring to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. All enquiries should be directed to our Data Protection Officer:

Frank Welsh
Data Protection Officer
6500 Daresbury Park
Daresbury
Warrington
WA4 4GE


frankwelsh@ukpowerdistribution.co.uk

0844 7400074

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Document History

Revision	Date	Originator	Description of Change
A	07.12.20	F Welsh	First Issue
B	04.03.21	F Welsh	Update to the policy area of this document

Reviewed by:	Corporate Governance Director Frank Welsh	Approved by:	Managing Director Rob Sparkes
Signature:		Signature:	