


 SHORTWOOD SOLUTIONS LTD.	<i>DATA PROTECTION AND PRIVACY POLICY</i>	SS-DPP-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 6

Shortwood Solutions Limited  
 Data Protection and Privacy Policy  
 SS-DPP-01

Prepared by:	Approved by:
<b>Kathleen Lee</b> Director	<b>Oliver Lee</b> Director

**Distribution:**  
 To be communicated with all employees regardless of the nature of their contract, and sub-contractors, affiliates, and stakeholders

 SHORTWOOD SOLUTIONS LTD.	<i>DATA PROTECTION AND PRIVACY POLICY</i>	SS-DPP-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 6

## Data Protection and Privacy Policy

### Our contact details

Name: Shortwood Solutions

Address: Banscol Lodge, Rogart, Sutherland, IV28 3YF

Phone Number: 07458 959699

E-mail: [hello@shortwood-solutions.co.uk](mailto:hello@shortwood-solutions.co.uk)

*Date privacy notice completed: 09/04/2024.*

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Phone numbers
- Business premises addresses
- Personal address (where relevant to legitimate business needs, e.g. for making equipment deliveries)
- Financial details for enabling BACS payments

 SHORTWOOD SOLUTIONS LTD.	<i>DATA PROTECTION AND PRIVACY POLICY</i>	SS-DPP-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 6

## How do we get personal information, and why do we have it?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You require us to communicate via telephone in relation to contractual obligations relating to Shortwood Solutions company activities
- You require us to communicate via email regarding contractual obligations relating to Shortwood Solutions company activities
- You require us to communicate via MS Teams or another relevant meeting platform in relation to contractual obligations relating to Shortwood Solutions company activities
- You would like to enter into a contract with Shortwood Solutions Limited
- Documents require to be exchanged via email or post
- Equipment needs to be collected or delivered via email or post
- Financial transactions between yourself and Shortwood Solutions Limited are required e.g. for terms of employment e.g. wages procurement or equipment

We use the information that you have given us in order to ensure we have efficient means of contacting you and /or managing contractual agreements with you.

There are very few circumstances in which we would require sharing your information. Still, these may include contracting out to additional parties to ensure that you receive the best quality service (where your consent would be sought) or should we have concerns about safety, safeguarding, vulnerable groups of people, or criminality.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent.**

**(b) We have a contractual obligation.**

**(c) We have a legitimate interest.**

You are able to remove your consent at any time. You can do this by contacting [hello@shortwood-solutions.co.uk](mailto:hello@shortwood-solutions.co.uk)

 SHORTWOOD SOLUTIONS LTD.	<i>DATA PROTECTION AND PRIVACY POLICY</i>	SS-DPP-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 6

### How we store your personal information

1. Your information is securely stored on a password protected software with private WIFI with robust passwords and encryption
2. Shortwood Solutions Limited keeps up to date with the latest cyber threats and follow trusted cybersecurity news outlets
3. Passwords are fortified, and with any device used, there is multi-factor authentication required on business accounts to enhance security
4. Software updates are prioritised
5. Shortwood Solutions Limited practices email vigilance
6. Data is backed up regularly
7. Our business social media accounts do not share sensitive or personal information
8. We have invested in robust industry-recommended antivirus and anti-malware solutions

We keep details of contracts and records of communication for 7 years. We will then dispose of your information by destroying confidential records, shredding any sensitive material and ensuring any electronic records are completely unrecoverable,

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You can ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You can ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict processing your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to processing your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation or you in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond.

Please contact us at [hello@shortwood-solutions.co.uk](mailto:hello@shortwood-solutions.co.uk) if you would like to make a request.



## DATA PROTECTION AND PRIVACY POLICY

SS-DPP-01

Version: 1

09/04/2024

Audit due:  
09/04/2025

Pages: 6

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

[hello@shortwood-solutions.co.uk](mailto:hello@shortwood-solutions.co.uk), or:

The Managing Director  
Shortwood Solutions  
Banscol Lodge  
Rogart  
Sutherland  
IV28 3YF

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

 SHORTWOOD SOLUTIONS LTD.	<i>DATA PROTECTION AND PRIVACY POLICY</i>	SS-DPP-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 6

**DOCUMENT REVISION**

Date	Revision	Prepared by	Agreed by
09.04.2023	1	Kathleen Lee (Director)	Oliver Lee Director)