

1 The Controller - Who we are

- 1.1 Montracon Limited.

2 Data Protection

- 2.1 All members of the DPC have received training on data protection, Cyber Security and information security relating specifically to their responsibilities. In addition, at least one of the members of the DPC, will hold, or be working towards a General Data Protection Regulations Practitioner Certificate and at least one will hold, or be working towards a Certified Information Security Manager (CISM) Certificate.

- 2.2 The DPC can be contacted by emailing lucy.watkinson@Montracon.com or by writing to:

Data Protection
Montracon Limited

Car Hill, Doncaster, DN4 8DE

Categories of Data Collected

- 2.3 To engage in a business relationship with our customers it is necessary to collect data. The data we collect may include, Public Data, Company Data, Third Party Data and Personal Data. Personal Data is protected in law by the General Data Protection Regulations (EU 2016/679), the General Data Protection Regulations (UK 2020), and The Data Protection Act (UK 2018).

3 Processing of Data

- 3.1 Customer & Third party data is collected if required in the performance of our duties to meet the legitimate business interests of the divisions of Montracon Limited. Customer and or Third Party data may also be collected to meet any legal obligation place upon the controller by a statutory provision. These purposes may include, but are not limited to, the raising of orders, invoices and accountable record keeping, the supply of goods and services, to satisfy the interests of the business, statutory taxation, prevention of fraud, or criminal offences and protecting the company assets and revenues. All legal basis for processing personal data will meet the requirements of Article 6 of the General Data Protection Regulations.

4 Who will receive the data

- 4.1 In most cases the data will only be processed by the Business Unit engaged by the Customer in the course of their business operations. For accountable record keeping and statutory obligations, some data may be shared throughout other parts of Montracon Limited wherein they process parts of the data on behalf of their subsidiaries. Data will only be provided to third parties where there is a legal obligation to do so, or the Customer requires us, in order to fulfil their operational requirements. Information may be provided to a Credit Reference Bureau when processing a credit history check.

5 International Transfer

- 5.1 Montracon Limited, on rare occasions may be legally obliged to provide some information to other countries within EEA, such as Republic of Ireland etc. for border / custom controls and inter-state taxation. No data is transferred out of EEA at this time, if we facilitate a client request which requires this, we will discuss those obligations at that time. Some data may be processed on cloud based servers which have storage facilities outside the EEA, but the data is encrypted and protected by International Standard Contract Clauses and Treaties which prevent the data being accessed or further processed outside the EEA.
- 5.2 Customer visits outside of the EEA may require the transfer of personal data to a third party country to facilitate this.

6 Retention Period

- 6.1 In order to comply with the legal obligations of statutory provisions for taxation we will retain relevant records for a period of seven years. In doing this we will practice data minimisation and only retain the actual data we will need to meet this requirement.

7 Your Rights

- 7.1 Montracon Limited undertakes to protect the rights and freedoms of all individuals whose data we process. We will uphold the principles in Article 5 of the General Data Protection Regulations, and the rights provided under statute by any Act of the UK Government. We respect any individual's right to:
- Submit a Subject Access Request for their personal data (Article 15 GDPR)
 - Request correction and/or deletion of inaccurate or incorrect personal data (Article 16 GDPR)
 - Object to our processing of their personal data, if our processing is not lawful, fair, nor transparent (Article 18 GDPR)
 - Have us explain to you the impact of failing to provide, withdrawing consent, or objecting to our processing of your personal data and the effects that may have (Article 13 GDPR)
 - The right to request erasure of your data, if it has been collected in error, no longer needed, unnecessary, unlawfully processed, or obtained (Article 17).

- 7.2 If an individual is unhappy about the way the Data Protection Committee deal with their rights and freedoms, they can complain in writing to:

Chief Executive Officer
Montracon Limited

Car Hill, Doncaster, DN4 8DE

The Chief Executive Officer or his nominated deputy will conduct an investigation and review of the circumstances and advise them of the findings along with any recommended actions within one month.

- 7.3 If the individual is still unsatisfied with the response of the Chief Executive Officer, or in fact at any other prior stage of the process, they can submit a report to the Information Commissioner's Office.

8 Automated Systems

- 8.1 To protect the legitimate business interests of Montracon, the results of a credit history check may be determined by automated decision making processes provided by the Credit Reference Bureau. If you disagree with the result, you can request that we humanly review that decision. Price comparison and limited customer profiling processes may be used to determine the best value for our customers and to maintain competitiveness in the market. We will endeavour to inform you as and when any further automated processes, other than those already stated, are used within the operation parameters of our business.

9 Biometric Data

- 9.1 CCTV is in use throughout various areas of Group property, to detect and assist in the prosecution of crime, security of the company assets and defence of legal claims. Individuals making deliveries and, or collections on behalf of a customer to our premises may be recorded by CCTV systems. Where this is taking place appropriate signage will be displayed.

Document Control

The Data Protection Committee is the document owner and responsible for ensuring this policy remains current and up to date.

A current version of this document is available to all members of staff on the [Security and Governance SharePoint site](#) and is published by the Security and Governance function.

This policy was approved by the Data Protection Committee and is issued on a version controlled basis.

Change History Record

Issue	Description of Change	Date of Change
1.0	Initial Issue	
2.0	Review	02/04/2024