



## Privacy Policy

### **Contact details**

Name: Chaps Production Co Ltd  
Address: 33 Banstead Road, Caterham, Surrey CR3 5QG.  
Phone Number: 01883 346789  
E-mail: [steve@chaps.co](mailto:steve@chaps.co)  
Reviewed: 8<sup>th</sup> Jan 2024

Chaps Production Co Ltd, is committed to protecting the privacy of all of our customers, suppliers, staff and freelancers.

This privacy policy applies to all the data collected and stored by Chaps Production Co Ltd through emails, physical storage, or digital storage on our accounts system and stock management and quoting software.

### **The type of personal information we may collect**

We may collect and process the following information from you:

Employee data in the form of name, address, phone number, email address, date of birth and bank details for the purpose of paying staff and freelancers.

Photographs as submitted of you by you.

We will never collect personal information from employees that has not been personally volunteered.

Customer data in the form of Company name, company address, clients company email address for the purpose of quoting and delivery of events. We will store client and supplier bank details.

We do not collect information from our website, and do not publish photographs of our staff on the website or on emails but we may use photographs of your Events for personal use or social media.



## **How we get personal information and why we have it**

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

- You are a PAYE member of staff and we need your personal details to ensure lawful employment.
- You are a freelancer or other employee not on our payroll and we need to be able to contact you by phone or email and also keep your invoices with inherent personal/company details for the legally required time.
- We may share all of this information with HMRC (PAYE Staff only) We may share details including name, email address and phone number with clients, other staff or freelancers in the course of business and for event delivery.
- You, as a client or potential client, provide relevant information to receive a quotation or engage with Chaps Production Co Limited for sound services.

We may share this information with:

- Third party contractors e.g. contact information and delivery addresses
- HireHop rental management software
- Xero accounting software

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Steve Ludlam on [steve@chaps.co](mailto:steve@chaps.co)**
- (b) We have a contractual obligation**
- (c) We have a legal obligation.**
- (f) We have a legitimate interest.**



## How we store your personal information

Your information is securely stored.

We keep your personal/company details for as long as is mutually beneficial as an employer of your services or as a client we support. Once we have determined that we no longer need to hold your data then we will dispose of your information using a privacy software 'digital shredder' or paper shredder where appropriate.

## Your data protection rights

Under data protection law, you have rights including:

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

**Your right to object to processing** - You have the the right to object to the processing of 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 to 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 to you.

Please contact us at [steve@chaps.co](mailto:steve@chaps.co) t:01883 346789 if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [steve@chaps.co](mailto:steve@chaps.co) or call 01883 346789.

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>

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