

Personal Data Protection Policy

A. DATA PROTECTION

1. Statement of Policy

- 1.1. Wall to Wall Radio Communications Ltd. will comply with the Data Protection Act 1998, and is aware of the implications of the Human Rights Act 1998 in respect of data processing.
- 1.2. Wall to Wall Radio Communications Ltd. needs to collect personal information so that services can be provided effectively and efficiently for its customers. In addition, it is required to collect personal data to comply with legislation.
- 1.3. Wall to Wall Radio Communications Ltd. will take all reasonable steps to ensure that any personal information it holds is safe, secure and used correctly in accordance with the Principles of Data Protection.
- 1.4. This will include information held electronically, on paper, or in some other form. It will apply equally to the company employees, contractors, consultants and partners.
- 1.5. In certain circumstances Wall to Wall Radio Communications Ltd. will use information for more than one purpose, but this is generally to provide an efficient service or if fraud is suspected.
- 1.6. Any person is entitled to ask what personal information the company holds about them.
- 1.7. Wall to Wall's data protection policy was approved by the company CEO on 27 November 2002 and updated in October 2012.

2. The Principles of Data Protection

- 2.1. Data held by Wall to Wall Radio Communications Ltd. will comply with the Principles of Data Protection and will be:
 - processed fairly and lawfully
 - obtained only for one or more specified and lawful purposes and not further processed in any manner incompatible with that purpose or those purposes
 - adequate, relevant and not excessive
 - accurate and kept up to date
 - not be kept longer than necessary
 - processed in accordance with data subjects' rights
 - secure
 - not transferred to other countries outside the European Economic Area without adequate protection.

3. Definition of Personal Data and Sensitive Personal Data

- 3.1. **Personal data** is defined as data about a living individual who can be identified from that data or from other information which is in the possession of the data controller, and includes an expression of opinion about the individual and any indication of the intentions of the data controller, or any other person in respect of the individual.
- 3.2. **Sensitive personal data** is defined as personal data consisting of information as to:
 - Racial or ethnic origin;
 - Political opinion;
 - Religious or other beliefs;
 - Trade union membership;
 - Physical or mental health or condition;
 - Sexual life;
 - Criminal proceedings or convictions.

4. Processing Personal Data

- 4.1. Where Wall to Wall Radio Communications Ltd. processes personal data, at least one of the following will apply:
 - the individual has given consent;
 - it is necessary for the performance or preparation of a contract;
 - it is required under a legal obligation;
 - it is necessary to protect the vital interests of the individual;
 - it is necessary to carry out public functions;
 - it is necessary in order to pursue the legitimate interests of the data controller or third parties (unless it could prejudice the interests of the individual).

5. Processing Sensitive Personal Data

- 5.1. Where Wall to Wall Radio Communications Ltd. processes sensitive personal data, at least one of the following will apply:
- the individual has given explicit consent;
 - it is necessary to comply with employment law;
 - it is necessary to protect the vital interests of the individual, where consent cannot be obtained or has been withheld;
 - the information contained in the personal data has been made public by the individual;
 - it is necessary in connection with the administration of justice or legal proceedings;
 - a health professional requires it for medical purposes;
 - it is necessary for commitment to equal opportunity and is carried out with appropriate safeguards for the rights of the individual;
 - it is specified by the relevant Secretary of State.

6. Sharing and Disclosing Information

6.1. Management and employees can access and process personal data for their official work duties, but only the data needed for a specific purpose. They must not disclose personal data to anyone else without the subject's knowledge, unless they are legally obliged to do so.

6.2. Information may be collected by one department and shared with another so that the same information does not need to be requested twice.

6.3. If information is shared between departments, this will be the minimum necessary for them to carry out their work.

6.4. In certain circumstances relevant information may also need to be shared with the Wall to Wall's contractors, partners or other non-commercial third party institutions.

7. Rights of Individuals

7.1. The Data Protection Act gives an individual the right to access relevant personal data.

7.2. Requests to access personal data can be made via letter, fax or e-mail to the company Data Protection Officer so long as all relevant information is included. Help can be provided for anyone who has difficulty making a request.

7.3. A fee of £20 is payable.

7.4. Wall to Wall Radio Communications Ltd. will respond within 40 days confirming:

- a description of the personal data
- why the data is held
- who else the data might have been given to
- a copy of the data
- an explanation of any technical terms or abbreviations
- any information about the original source of the data

7.5. Data can be withheld if it refers to other people who have not consented to disclosure; if disclosure might cause serious harm to the applicant or anyone else; or if it might prejudice crime prevention or court proceedings. If copies of the data cannot be provided, the company will confirm what type of data is held and why.

7.6. Wall to Wall holds certain registers which contain personal data or data which could be used to identify an individual. Information from such registers will be provided strictly in accordance with the legislation giving rights of access.

7.7. Information about an individual will not be disclosed to a third party unless he/she has given written permission for this, or if such permission has been given by the courts.

7.8. An individual should notify Wall to Wall Radio Communications Ltd. immediately if they believe that the information held about them is incorrect. The company will notify them within 21 days what action, if any, will be taken to rectify this. If Wall to Wall does not agree to change the record, the applicant may ask for the disagreement to be recorded on the record itself.

8. Responsibilities

8.1. Wall to Wall Radio Communications Ltd. has appointed one of its senior managers as Data Protection Officer.

8.2. Wall to Wall Radio Communications Ltd. has appointed an Information Officer who will be responsible for advising employees on fair and sensible handling of data; application of the Data Protection Principles; and promoting good record and information management.

8.3. All Directors and Senior Managers have a responsibility to ensure that their staff, contractors, and partners understand and abide by the Data Protection principles.

8.4. All employees have a duty to ensure that they abide by Data Protection principles when handling personal data of any kind. Training is provided to staff, and the handling of personal data is included in induction packs for new employees. This is applicable to every person who has access to information; not just those using computer systems.

8.5. Disciplinary action may be taken against an employee who commits a breach of this policy. Employees may also be open to criminal proceedings that could result in a fine or custodial sentence.