



General Data Protection Regulations: Privacy Policy

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next review: **May 2024**

gcp is committed to protecting the privacy and security of your personal information and we will always treat you and your data with the respect you deserve.

This Privacy Policy covers how we collect, use, store and disclose the data that you supply to us and your rights about data that we hold about you.

The Directors of the Practice are responsible for this General Data Protection Regulations (GDPR) Privacy Policy and understand their responsibilities as set out in General Protection Regulations and other relevant legislation.

1. Why we store personal information about you

In order to operate the business effectively and comply with regulations we have a legitimate business interest as defined in the GDPR legislation in storing relevant personal information about you.

2. What information we collect and how we use it

We only store personal information for our legitimate business interest. We may collect and process the following personal information or data about you:

- Certain information required to contact us through our website including your name, email address and telephone number.
- Any record of correspondence between you and **gcp**.
- Any hard copy documents sent to **gcp**.
- Any documents and correspondence relevant to operate the business between **gcp** and you.
- Your replies to any Customer Satisfaction Questionnaires that we may send you for research purposes.

3. How will we store information about you

- We only store information for our legitimate interest and as a matter of policy your information will not be passed on to any third parties without your consent unless we are required by statutory regulation ie where we are legally required to by law.
- Providing your email address and telephone number to **gcp** is optional and used solely to contact you to respond to any queries you have.

4. Access to your information

- You have the right to request a copy of any of the information that we hold about you. If you would like a copy, please email the Office Manager or one of the Directors. You must make the request in writing, so it can be recorded for our records.
- We will periodically ask you to confirm that any information we hold is up to date and correct.

5. Removal from our Database

- We will regularly review any information we hold and will securely remove and delete any personal information once it is no longer necessary for us to retain it for legitimate business purposes.

6. Complaints

- If you would like to make a complaint please email the Office Manager or one of the Directors. It is important that you make the request in writing so that it can be recorded and responded to correctly.

7. Cyber Essentials and Data Breaches

- **gcp** is committed to the security of your information, as part of the Government's National Cyber Security Strategy we are fully compliant with Cyber Essentials. In the unlikely event of a data breach we will follow the current Information Commissioner's Office guidance.

8. Changes to our Privacy Policy

- Any changes we may make to our Privacy Policy in the future will be posted on our website and, where appropriate, sent to you by email.

If at any time you would like to contact us with your views or any enquiry relating to your personal information, you can do so by emailing us at mail@gcparch.co.uk.