**Mark’s Bread Limited policy on retail customer data in accordance with GDPR May 2018.**

1. **What data?**

Name, address, telephone and email contacts. Your bank account details if booking a course or placing personal order.

1. **Why do we hold these records?**

To enable us to contact you with business related matters; to keep our accounts up to date and to comply with HMRC, and other legal requirements for businesses.

1. **Who has access to this data?**

Owner/directors of Mark’s Bread Limited who process payments, bookings, orders and legal records. Occasionally other data input staff.

HMRC.

The co-operative business banking online- digital bank payment details only.

Our ‘mail chimp’ business information service if you have attended one of our courses (email address only).

Yourselves. You can access data kept by Mark’s Bread Limited about yourself at any time. *(See GDPR Guide to eight rights of individuals’.*)

1. **How long is data about you kept by Mark’s Bread Limited?**

**As of February 2018:**

 All financial records- 6 years following the close of the previous financial year

 Your personal contact data- until you and Mark’s Bread no longer need this for business purposes.

 Mailchimp database – currently until you unsubscribe it or under the new law you will need to actively opt in.

1. **Is my data secure?**

Your personal data for order and course purposes only is stored on paper files in an off-site office and backed up by digital data on laptops in the off-site registered office with back-ups on memory stick. Key-holders to this site are the business owner/directors only.

Digital data held on off-site laptops is protected by password to the laptop, multiple passwords to the software that holds the data (Quick Books, the Co-operative business banking online; and HMRC. Laptops are virus protected by Norton which is updated continually.

Memory sticks are stored in the off-site office not yet encrypted. Memory sticks are only accessed by your employers.

1. **What if data security is breached?**

If this is due to Mark’s Bread Limited, Mark’s Bread would immediately investigate, review security procedures and revise to prevent further breaches; recover the data and ensure permanent deletion if it was visible by agencies who do not need it (dependent on the cooperation of the third party).

Routine compliance with GDPR should prevent such breaches.

If the breach is due to a third party that holds data about you we would expect them to inform us ( following which we would inform you); and rectify the situation in compliance with GDPR.

1. **Your Individual Rights.**

The right to be informed

The right of access to data held about you

The right to rectification

The right to erasure (right to be forgotten)

The right to restrict processing

The right to data portability

The right to object

Rights related to automated decision-making and profiling

Egg. (right not to be subject to a business’s automatic decision-making in certain circumstances if the decision is potentially damaging to the individual.

[www.fsb.org.uk/resources](http://www.fsb.org.uk/resources) ‘guide to the eight rights of individuals’.