



CUSTOMER / CLIENT DATA

FM Environmental hold “necessary” personal data on their customers. Personal data is kept no longer than required for the purpose for which it was processed. The personal data we hold within the company has come directly from the employee.

- Personal data processed includes:
 - Name
 - Address
 - Email
 - Tel / Mobile Number
 - VAT No.
 - Bank Details
 - Company Registration No.

Manual data is stored with the FM building in a locked room. Electronical data is stored within the inhouse system backed up by the iCloud. The system is password protective.

Customers have received notification focused on the new GDPR policies and regulations (25th May 2018).

Data is retained for 7 years, then erased electronically and manual files shredded.

CUSTOMER CARD PAYMENTS

FM Environmental operate with Sage Pay regarding online card payments. This is a password protective system; only trained staff have access. We follow the guidelines set out in the Payment Card Industry Data Security Standard (PCI DSS) while processing payments.

The information is taken from the customer over the phone, FM do not record their telephone conversations. The staff member logs into the Sage Pay system directly, then processes the transaction. We do not hold card payment information onsite. The customer and FM Environmental accounts department receive an email directly from Sage Pay confirming the transaction details. The staff member logs out of Worldpay.

PROTECTING YOUR DATA

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

MAKING A COMPLAINT

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.