

# **PRIVACY POLICY**

## **Introduction**

The General Data Protection Regulation (GDPR) came into force on 25th May 2018 with the key purpose of providing a set of standardised data protection laws, making it easier for individuals to understand how their data is being used.

At B.I.T.T. Services we recognise the importance of the correct and lawful treatment of data and, in particular, personal data. The purpose of this policy is to inform those that we work and engage with (including, but not limited to, clients, fellow organisations and staff) how we protect personal data that we receive or hold.

## **Data Protection Principles**

We will comply with the 7 principles that lie at the heart of GDPR:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality
- Accountability

## **What Personal Data We Collect?**

During our engagements, and through our operational processes, we are required to maintain certain personal data. Personal data is information that relates to an individual and may identify you directly, such as your name, or indirectly, such as your disability or difficulty. Examples of personal data that we may require, as part of our operational processes, includes:

- Name
- Date of Birth
- Address
- Disability / Difficulty

## **How We Use Personal Data**

We typically collect your personal data through our initial conversation and subsequent engagements. This allows us to establish who you are and your personal circumstances, allowing us to provide an appropriate, high-quality and professional, service to you. In addition, we may use elements of your personal data for the purposes of responding to any queries, providing access to our auditors (if you have consented) and for financial purposes of recovering the costs of our service with the relevant funding body.

## **Disabled Students Allowance Quality Assurance Group (DSA-QAG) – Auditing Body**

At B.I.T.T. Services we provide a wide range of services including support provisions for individuals in the work place, organisations, Further Education or High Education. As part of our provision to DSA students funded by Student Finance England (SFE), we are governed by the Quality Assurance Group, DSA-QAG. As a result, we are audited annually and are required to provide statistical data on DSA students we support that are funded by SFE. This data is anonymised and non-identifying. Furthermore, as part of the audit process we will provide DSA-QAG data for those students who have consented.

### **Security and Retention of Your Personal Data**

Data is stored on our secure systems (internal databases, email, hard drives and cloud facilities). This information can only be accessed by specific members of the B.I.T.T. Services team. For additional security, where relevant, we will password protect information, use encryption services and secure methods of postage to minimise any possibility of comprising data.

Personal data will be retained by us electronically for as long as it is required.

We shall not sell, rent, distribute or otherwise make user data commercially available to any third party.

### **Access to Your Personal Data**

Within your rights of GDPR you may:

- Request details and/or copies of your personal data that we retain.
- Wish us to delete or correct any of your personal data.
- Withdraw or change your consent of how we use your personal data

Should you wish to exercise any of your rights, you may do so by emailing through to either [info@bitts.co.uk](mailto:info@bitts.co.uk) or our Designated Data Controller [nicholas@bitts.co.uk](mailto:nicholas@bitts.co.uk).

### **Designated Data Controller**

Everyone at B.I.T.T. Services has a responsibility of ensuring that they are following good data protection practice. Our designated Data Controller, however, is Managing Director Nicholas Christodoulou and can be contacted via email at [nicholas@bitts.co.uk](mailto:nicholas@bitts.co.uk).

### **Further Information**

B.I.T.T. Services is registered with the UK's data protection regulator, Information Commissioner's Office (ICO). If you have any concerns or complaints as to how we handle your personal data you may wish to raise this with the ICO via their website at [www.ico.org.uk](http://www.ico.org.uk).