



Fundamentals

Policy

Data Protection

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1 The purpose of this policy

The purpose of this policy is to set out Fundamentals' (*We, Our, Us*) commitment to data protection throughout the organisation. This policy is appropriate to *our* activities and is available to all employees and stakeholders.

It sets objectives and is subject to periodic review and improvement.

1.1 The policy

We will comply with all applicable data protection legislation (the Legislation) and good practice.

We will only process personal information where strictly necessary for operational, legal or regulatory purposes.

Only the minimum amount of personal information required for these purposes will be processed. This personal information will be relevant and adequate. *We* will keep the information accurate and up to date.

We will provide clearly documented details to persons on how their personal information can be used and by whom. For employees and former employees this is factsheet 23 in the Employee Handbook; for all external stakeholders it is [Privacy Policy | Fundamentals](#) available on Fundamentals' website.

Special documented safeguards must be in place if information is gathered directly from children.

We will collect and process information fairly and lawfully.

We will maintain an inventory of the categories of personal information processed by the company. The purpose of each category will be documented including explicitly high-risk categories of personal information.

Personal information will be accurate and where necessary up to date.

We operate a [Data retention policy](#).

We respect individuals' rights in relation to their personal information and will maintain easily accessible records of privacy information provided to individuals and consents received before the collection of the data.

All personal information will be kept secure and only transferred outside the UK where it can be adequately protected. Any data sharing will be covered by a written agreement or contract between both parties documenting the responsibilities of both parties. Individuals have the right to data portability and data will be transferred to them or their nominees free of charge.

Employees with specific roles, responsibility and accountability for data protection will be identified.

Interested parties are identified in the [Company and Context](#)

The Company has a procedure for addressing data protection breaches see A.6.

Appendix A: Procedures

A.1 Employees

A.1.1 Your rights as an employee (*You, Your*)

You will be made aware of the nature of information stored about *you*, its source, how it will be used and who it will be disclosed to.

Your consent may be required to collect some sensitive data.

A.1.2 How to access *your* data – a Subject Access Request

You have a right to gain access to information that *we* hold about *you*, using an access request.

We will process the requests and respond promptly, in any case within 1 month, this may be extended in the case of complex requests.

A.1.3 Your Privacy Notice

We will only collect and process the personal information about *you* that *we* require to run *our* business within the law. All information will be handled properly and stored and processed securely. The privacy notice will contain the lawful basis and the intended purposes of processing the data. The privacy notice can be found [Handbook Factsheet 23](#).

A.2 Customers and Contacts

A.2.1 Your rights as a customer or contact

All customers and contacts will be made aware of the nature of information stored about them, its source, how it will be used and who it will be disclosed to.

Consent may be required to collect some sensitive data.

Consent requests will be prominent, concise, easy to understand and separate from any other information such as general terms and conditions. Consent may be withdrawn at any time.

A.2.2 How to access *your* data – a Subject Access Request

Customers and contacts have a right to gain access to information about them held by the company, by means of an access request.

We will process the requests and respond promptly in any case within 1 month, this may be extended in the case of complex requests.

A.2.3 Your Privacy Notice

We will only collect and process the personal information about customers and contacts that *we* require to run *our* business within the law. All information will be handled properly and stored and processed securely. The privacy notice can be found on Fundamentals' website [Privacy Policy | Fundamentals](#).

A.3 Suppliers, Consultants and Sub-contractors

A.3.1 Your rights as a supplier, consultant or sub-contractor

All suppliers, consultants and sub-contractors will be made aware of the nature of information stored about them, its source, how it will be used and who it will be disclosed to.

Consent may be required to collect some sensitive data.

Consent requests will be prominent, concise, easy to understand and separate from any other information such as general terms and conditions. Consent may be withdrawn at any time.

A.3.2 How to access your data – a Subject Access Request

Suppliers, consultants and sub-contractors have a right to access information that we hold, using an access request.

We will process the requests and respond promptly in any case within 1 month, this may be extended in the case of complex requests.

A.3.3 Your Privacy Notice

We will only collect and process the personal information about suppliers, consultants and sub-contractors that we require to run *our* business within the law. All information will be handled properly and stored and processed securely. The privacy notice can be found on Fundamentals' website [Privacy Policy | Fundamentals](#).

A.3.4 Processing of information by contractors or suppliers.

Where a contractor processes personal data on *our* behalf, the contractor must demonstrate they can provide the required level of security. Once selected a contract will be put in place governing the relationship.

A.4 Rectification, Erasure and Restriction

A.4.1 Rectification

Once made aware of an error, we will, without undue delay, rectify any incorrect or incomplete information about a natural person.

A.4.2 Erasure

We will ensure that right to erasure requests from natural persons are promptly and appropriately handled without undue delay.

We will erase the data if it falls within the categories defined within the Legislation.

Where the information has been made public, we will take measures to inform other companies who may be processing the information that an erasure request has been made.

A.4.3 Restriction

We will ensure individuals have the right to restrict information processing when applicable.

The requester will be informed if a restriction is going to be lifted.

A.5 Objections, Complaints and Appeals

A.5.1 Objections

We will consider and respond to requests from individuals who object to information processing.

If the request is an objection to processing for direct marketing purposes, we will ensure processing ceases.

A.5.2 Complaints and appeals

We will ensure complaints about the processing of personal information are handled correctly; this will include appeals to the objection's procedure.

A.5.3 Manifestly unfounded or excessive requests

Manifestly unfounded or excessive requests can be charged for or refused. When making a subject access request, the requestor should consider carefully what information is required and why to ensure that the request can be dealt with quickly and effectively. The request should be submitted setting out the grounds. The request will be acknowledged, and the requestor will be advised when they can expect to receive the information and any other information relevant to processing the request.

A.6 Data Breaches

A.6.1 Detecting and investigating data breaches

We will monitor data breaches and in the event of detecting a breach investigate the cause of the breach and its potential impact on individuals.

A.6.2 Notification of data breaches

In the event that a breach is likely to result in a risk to the rights and freedoms of individuals, the Information Commissioners Office (ICO) will be notified within 72 hours by the Head of People & Community.

In the event that a breach is likely to result in a high risk to the rights and freedoms of individuals, they will be notified individually without undue delay by the Head of People & Community.

A.7 Training and Awareness

A.7.1 Training and awareness

We will ensure that all employees and contractors are aware of their responsibilities when processing personal information.

We will ensure the training and awareness maintains and improves information protection requirements and practice.

Signed as approved by:  Date: 01/10/2024
Vincent Thornley (Managing Director)

Version Information

Date reviewed	Next review date	Issue No.	Changes (most recent first)	Process owner	Approver
01/10/2024	01/10/2025	12	Periodic review, A6 -ICO will be notified by the Head of People & Community	Business Management	Leadership team
05/10/2023	05/10/2024	11	Links and owner updated	Systs & Procs	Leadership team
05/10/2022	05/10/2023	10	Rebranding and annual review	Operational System	Leadership team
18/10/2021	18/10/2022	9	Logo changed	Operational System	MD
29/09/2021	29/09/2022	8	Reviewed and signed, logo changed, Fundamentals Ltd changed to Fundamentals Group.	Operational System	MD