

Pure Innovations Privacy Notice

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit. Although we do not use CCTV, some of the buildings we use to provide our services may be monitored by a third party who may own the premises.

The UK GDPR current legislation replaces previous data privacy law, giving more rights to you as an individual and more obligations to organisations holding your personal data.

The UK GDPR provides the following rights for all individuals, as follows: -

1. The right to be informed
2. The right of access
3. The right of rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

What is personal information

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as 'special' because the information needs more protection because of its sensitivity.

This information is made up of:

- racial or ethnic origin
- sexuality and sexual life
- religious or philosophical beliefs
- trade union membership
- political opinions
- genetic and bio-metric data
- physical or mental health
- criminal convictions and offences

Access to personal information

Pure Innovations tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form

To make a request to Pure Innovations for any personal information we may hold you need to put the request in writing.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us

How to contact us

If you want to request information about our privacy policy, you can email us or write to:

peter.locke@pureinnovations.co.uk

Peter Locke
Pure Innovations
Prospect House
Newby Road
Hazel Grove
Stockport
SK7 5DA

How we use your information

Your personal information can be collected to support the services we offer to you, regulatory reports and/or administrative activities. The information may be used to:

- support with delivery of services
- maintain our own accounts and records
- support and manage our employees
- promote the services we provide
- carry out of surveys
- manage and quality check our services
- ensure the health and safety of our staff
- help investigate concerns or complaints you have about our services and for answering enquiries under access legislation

Consent

We will ask you for your permission to process your personal information if it is not covered by a public task or legal duty. This might be when we want to use your information in a way which is unexpected or different to the original purpose where there is no legal basis.

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing of your information before you withdrew your consent. If at any time you wish to withdraw consent, please speak to the staff member or manager associated to the department you access.

Visitors to our websites

- Our website is managed and maintained by a third party, Reason Digital, who, to carry out these duties, have access to any data submitted via the website. All data will only ever be used in carrying out these duties and does not contradict your rights as a data subject. Search engine
- Our website search and decision notice search is powered by open source software, Better Search, WordPress plugin. Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either Pure Innovations or any third party.

Security and performance

- Pure Innovations uses a third-party service to help maintain the security and performance of the Pure Innovations website. To deliver this service it processes the IP addresses of visitors to the Pure Innovations website.

People who make a complaint to us

When we receive a complaint from a person, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for six months from closure, (in-line with ACAS recommendations). It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Complaints or queries

Pure Innovations tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

If you want to make a complaint about the way we have processed your personal information, you can contact: - peter.locke@pureinnovations.co.uk