

02.00 : The GDPR Principles & Objectives

We are committed to ensuring that all personal data obtained and processed by Lamberts is done so in accordance with the GDPR and its principles, along with any associated regulations and/or codes of conduct laid out by the Supervisory Authority and local law. We are dedicated to ensuring the safe, secure, ethical and transparent use of all personal data and to uphold the highest standards of data processing.

Lamberts is the Data Controller under the Act, which means that it determines what purposes personal information held, will be used for. It is also responsible for notifying the Information Commissioner of the data it holds or is likely to hold, and the general purposes that this data will be used for. The Managing Director takes responsibility for the overall supervision of the GDPR and its principles and has appointed the Operations Director as the Data Protection Officer along with the resources and authority for the implementation of the GDPR.

Lamberts uses the below objectives to meet the regulatory requirements of the GDPR and to develop measures, procedures and controls for maintaining and ensuring compliance.

Lamberts ensures that: -

- We protect the rights of individuals with regards to the personal information known and held about them by Lamberts in the course of our business by maintaining a Personal Data Inventory. [PDI010]
- We develop, implement and maintain a data protection policy, procedure, audit plan and training program for compliance with the GDPR.
- Business processes carried out by Lamberts are monitored for compliance with the GDPR and its principles.
- Data is only obtained, processed or stored when we have met the lawfulness of processing requirements (Article 6).
- We record consent at the time it is obtained and evidence such consent to the Supervisory Authority where requested.
- All employees (including new starters) are competent and knowledgeable about their GDPR obligations and are provided with training in the GDPR principles, regulations and how they apply to our business and services.
- Customers feel secure when providing us with personal information and know that it will be handled in accordance with their rights under the GDPR and as per our Privacy Policy. [PPD010]
- We maintain a continuous program of monitoring, review and improvement with regards to compliance with the GDPR and to identify gaps and non-compliance before they become a risk.
- We monitor the Supervisory Authority, European Data Protection Board (EDPB) and GDPR news and updates, to stay abreast of updates, notifications and additional requirements.
(https://ec.europa.eu/info/law/law-topic/data-protection/data-protection-eu_en) (<https://gdpr-info.eu/>)
- We have a recorded Complaint Action Request [CAR] and Data Breach Policy [DBP010] with Incident controls and procedures in place for identifying, investigating, reviewing and reporting any breaches or complaints with regards to data protection. (<https://ico.org.uk/for-organisations/report-a-breach/>)
- We have an audit program in place to perform regular checks and assessments. The audit program utilises the ISO9001:2015 policies and procedure and the GDPR itself to ensure continued compliance.
- We provide clear lines of reporting and supervision with regards to data protection compliance.
- Develop and maintain DPA procedures, controls and measures to ensure continued compliance with the Act.
- We store and destroy all personal information, in accordance with the GDPR timeframes and requirements or at the Request for Erasure. [RFE010]
- Any information provided to an individual in relation to personal data held or used about them, will be provided in a concise, transparent, intelligible and easily accessible form, using clear and plain language.
- Employees are aware of their own rights under the GDPR and are provided with the Article 13 & 14 information disclosures

03.00 : The Information Commissioners Office (ICO)

Lamberts are registered with ICO and appear on the Data Protection Register as a controller and processor of personal information. Lamberts data protection registration number is Z7685183 (<https://ico.org.uk/ESDWebPages/Entry/Z7685183>)

04.00 : Data Retention & Disposal

Lamberts have defined procedures for adhering to the retention periods as set out by the relevant laws, contracts and business requirements, as well as adhering to the GDPR requirement to only hold and process personal information for as long as is necessary. All personal data is disposed of in a way that protects the rights and privacy of data subjects and prioritises the protection of the personal data at all times. Please refer to our Data Retention Policy [DRP010] for full details on our retention, storage, periods and destruction processes.

05.00 : Consent & The Right To Be Informed

The collection of company specific and personnel data is a fundamental part of the services offered by Lamberts and we therefore have specific measures and controls in place to ensure that we comply with the conditions for consent under the GDPR. The GDPR defines consent as; 'Any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her'. Where processing is based on consent, Lamberts have reviewed and revised all consent mechanisms to ensure that:

- Consent requests are transparent, using plain language and is void of any illegible terms, jargon or extensive legal terms
- It is freely given, specific and informed, as well as being an unambiguous indication of the individual's wishes
- Consent is always given by a statement or a clear affirmative action (positive opt-in)
- Where consent is given as part of other matters (i.e. terms & conditions, agreements, contracts), we ensure that the consent is separate from the other matters and is not be a precondition of any service (unless necessary for that service)
- We have ensured that withdrawing consent is as easy, clear and straightforward as giving it and is available through multiple options, including: -
 - o Opt-out links in mailings or electronic communications
 - o Opt-out process explanation and steps on website and in all written communications
 - o Ability to opt-out verbally, in writing or by email
- Consent withdrawal requests are processed immediately and without detriment

Where processing is not based on consent, Lamberts have reviewed and revised all mechanisms to ensure that Article 6, point f is adhered to, specifically 'Legitimate interests pursued by the controller (Lamberts) or by a third party (Lamberts Supply Chain).

Recital 47 details legitimate interest as:

"Such legitimate interest could exist for example where there is a relevant and appropriate relationship between the data subject and the controller in situations such as where the data subject is a client or in the service of the controller."

"The processing of personal data for direct marketing purposes may be regarded as carried out for a legitimate interest."

06.00 : The Right Of Access

We have ensured that appropriate measures have been taken to provide information referred to in Articles 13 and 14 and any communication under Articles 15 to 22 and 34 (collectively, The Rights of Data Subjects), relating to processing to the data subject in a concise, transparent, intelligible and easily accessible form, using clear and plain language. Such information is provided free of charge and is in writing, or by other means where authorised by the data subject and with prior verification as to the subject's identity (i.e. verbally, electronic).

Information is provided to the data subject at the earliest convenience, but at a maximum of 30 days from the date the request was received. Where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months where necessary. However, this is only done in exceptional circumstances and the data subject is kept informed in writing throughout the retrieval process of any delays or reasons for delay. Where we do not comply with a request for data provision, the data subject is informed within 30 days of the reason(s) for the refusal and of their right to lodge a complaint with the Supervisory Authority.

07.00 : The Right To Erasure

Also, known as 'The Right to be Forgotten', Lamberts complies fully with Article 5(e) and ensures that personal data which identifies a data subject, is not kept longer than is necessary for the purposes for which the personal data is processed. All personal data obtained and processed by Lamberts is categorised when assessed by the Personal Data Inventory [PDI010] and is either given an erasure date or is monitored so that it can be destroyed when no longer necessary. These measures enable us to comply with a data subjects right to erasure, whereby an individual can request the deletion or removal of personal data where there is no compelling reason for its continued processing. Whilst our standard procedures already remove data that is no longer necessary, we still follow a dedicated process for erasure requests to ensure that all rights are complied with and that no data has been retained for longer than is needed.

Where we receive a request to erase and/or remove personal information from a data subject, the below process is followed: -

1. The request is allocated to the Data Protection Officer and recorded on the Request for Erasure [RFE010]
2. The Data Protection Officer locates all personal information relating to the data subject and reviews it to see if it is still being processed and is still necessary for the legal basis and purpose it was originally intended
3. The request is reviewed to ensure it complies with one or more of the grounds for erasure: -
 - a. the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed
 - b. the data subject has withdrawn consent where there is no other legal ground for the processing
 - c. the data subject objects to the processing and there are no overriding legitimate grounds for the processing
 - d. the personal data has been unlawfully processed
 - e. the personal data must be erased for compliance with a legal obligation
4. If the erasure request complies with one of the above grounds, it is erased within 30 days of the request being received
5. The Data Protection Officer writes to the data subject and notifies them in writing that the right to erasure has been granted and provides details of the information erased and the date of erasure
6. Where Lamberts has made any of the personal data public and erasure is granted, we will take every reasonable step and measure to remove public references, links and copies of data and to contact related controllers and/or processors and inform them of the data subjects request to erase such personal data If for any reason, we are unable to act in response to a request for erasure, we always provide a written explanation to the individual and inform them of their right to complain to the Supervisory Authority and to a judicial remedy. Such refusals to erase data include: -
 - Exercising the right of freedom of expression and information
 - Compliance with a legal obligation for the performance of a task carried out in the public interest
 - For reasons of public interest in the area of public health
 - For archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, in so far as the right to erasure is likely to render impossible or seriously impair the achievement of the objectives of that processing
 - For the establishment, exercise or defence of legal claims

08.00 : Duties Of The Data Protection Officer

The Data Protection Officer has assumed the below duties in compliance with GDPR Article 39: -

- To inform and advise Lamberts and any employees carrying out processing, of their obligations pursuant to the GDPR, the Supervisory Authorities guidelines and any associated data protection provisions
- To monitor compliance with the GDPR, associated data protection provisions and Lamberts own data protection policies, procedures and objectives.
- To oversee the assignment of responsibilities, awareness-raising and training of staff involved in processing operations
- To carry out and review audits of the above-mentioned policies, procedures, employee duties and training programs
- To cooperate with the Supervisory Authority where required.
- To act as the point of contact for the Supervisory Authority on issues relating to processing, including the prior consultation referred to in Article 36, and to consult, where appropriate, with regard to any other matter
- In accordance with Article 35, the Data Protection Officer will provide advice where requested with regards to any data protection impact assessment and monitor its performance
- Have due regard to, and be aware of, the risk associated with processing operations, considering the nature, scope, context and purposes of processing.

09.00 : Approval

This statement was approved by the Board of Directors : 16th May 2018