

Full GDPR Statement – Customers

Introduction

From 25th May 2018 Data protection laws are changing and will now be known as General Data Protection Regulation (GDPR) this legislation applies to all EU member states.

The updated data protection laws provide data subject with more rights on how companies use their data.

GDPR covers all personal data if you are an Employee, Customer or Supplier

Key Definitions

Data Controller & Data Processor – Axis for Business

A controller determines the purpose of and means of processing personal data

A processor is responsible for processing Personal Data

Data Subject – this is the person whom Axis is processing data, they could be an employee, customer or a supplier.

Data compliance - At Axis this department is responsible for all areas of GDPR within the business the named person to contact is Caroline and you can contact her carolinemewett@axisforbusiness.co.uk .

IOC – Z8528623

Principles

As Axis processes data captured from an application for services we are known as the data controller. Axis processed data it receives to provide a service as per a contract agreed between a customer and Axis.

Lawful Basis for processing

Axis must have a lawful basis to process personal data, when you apply for services with axis we have to collect details from you so we hold details for a legal contract depending on the service applied for we may collect data for a credit check

Axis

Consent

When you apply for a service we will give you or send you our privacy notice detailing what we do with your data and how we process it.

We won't use your data for any other purpose than we originally gained it for, we won't send you communication about special offers or new products unless you specifically ask or you specifically give permission.

You can always update your preferences by calling customer services on 01482 388400

Contract

As you need a legal contract for the supply of the services we offer this is the basis of our requirement to process your order and deliver the services to you.

Legal Obligation

We have a legal obligation to process data which may include a change from our regulators Ofcom, Ofgem or the CMA

Special Category of Data

Criminal Offence Data

Axis does not collect any personal criminal data, we will report Gas or Electricity theft to the relevant authorities for investigation and register this on your account.

Individual Rights

Right to be informed

When you take out a service with Axis we will provide you with a privacy notice which will inform you what we will do with your data

Right of Access

You may serve a subject access request to Axis where we will respond within 30 days of your request. This will be free but if the request is manifestly unfounded or excessive there may be a charge which will reflect the Administration time.

Right of Rectification

If Axis holds incorrect information please let us know and we will correct this,

Right of Erasure

You have the right to ask to have your personal data erased / deleted unless there is a reason where we would not comply with this request.

We have to keep customer data for VAT purposes for a period of 6 years plus current year and after this period we will delete personal data.

Right to restrict Processing

Right to Data Portability

Right to Object

Data Subjects have the right to object to processing their data, for example this may include Direct Marketing,

Rights to related automated decision making and profiling

Axis does not undertake automated decision making or profiling.

Security

Axis takes data security as a core business ... Only authorised Axis employees will have access to your data and not Axis employees have the same access. All of our servers, PC and Laptops adhere to the latest updates and virus scanning to make sure that they are always up to date. With our data security policy

International Transfers

All data is held on UK or European servers, Axis does not transfer data outside of the EU.

Children

Axis does not offer contract for services to children if Axis receives any application from a child this will be rejected and information deleted.