
This document relates to the collection, storage, use and management of personal contact information (termed 'data' below) and outlines the processes used by PLMCS to manage contact information of clients, participants in projects and colleagues.

The principles underpinning this policy are:

- Data are only collected and retained for PLMCS use only;
- Data are stored on PLMCS devices only and all devices are password protected;
- Data are not shared unless the information is publicly available or explicit agreement has been secured;
- Datasets created in the course of projects may only be re-used if consent for the new use is agreed;
- Datasets are archived after the project is completed;
- Those whose information is held have the right to request for it to be deleted at any time;
- PLMCS undertakes an annual audit of the data held to ensure accuracy and to remove any data that is no longer required.

A summary of the processes we use is provided overleaf.

Any questions relating to this policy should be directed to:

Mr David Cessford, Company Secretary and Data Controller, PLMCS Limited, 11 Woodland Road, Kenilworth, Warwickshire CV8 2FJ

Item	Current arrangements (in May 2018)	Action taken / agreed
What information do we hold?	<ol style="list-style-type: none"> 1. We maintain contact information for all of our clients. This includes email and phone details. We do not collect or retain bank information. 2. We create contact lists for specific projects that require consultations. This comprises email and phone details only. 3. We retain contact details (email and phone) for our professional contacts. 	<p>No change</p> <p>No change</p> <p>No change</p>
Why do we collect and retain this information?	<ol style="list-style-type: none"> 1. Client information is held for business purposes including procurement contracting, billing and correspondence. 2. Project-specific information is collected for specific projects using publicly available sources (e.g. website, published lists) and through professional contacts. The intended use of the information is explained at point of contact. 3. Professional contacts held are those already known to PLMCS. New contacts are identified through networking and project work. 	<p>No change</p> <p>No change</p> <p><u>Action taken:</u> In May 2018, PC reviewed all current contacts and removed old and out-of-date entries. Consent was secured by individual email for permission to continue to hold the information.</p> <p><u>New action:</u> at the end of each financial year, we will review and update all contact lists.</p>

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<p>How do we store it?</p>	<ul style="list-style-type: none"> • Professional contacts are held in MS Outlook and shared between three devices (desktop PC, laptop, mobile phone) via a cloud application, LiveDrive. • Information collected for consultations is held in MS Excel spreadsheets stored on the main, desktop PC and shared with the laptop via LiveDrive. • All devices are regularly backed up to LiveDrive. • All devices are owned and operated by PLMCS staff only and are password protected. • The LiveDrive account is password protected and accessed only by PLMCS staff. • All hard copy information is stored securely at PLMCS' office at Abbey Park. • Archived material is destroyed after seven years. 	<p>No change</p>
<p>How do we use it?</p>	<p>Professional contact and client information is for PLMCS use only and not shared unless explicit agreement has been secured.</p> <p>Data for project consultations is collected for that purpose only and participants are advised of this when they are contacted. They are offered the option to decline and to be removed from the list. If required for reporting, agreement for names to be included is explicitly agreed at interview.</p>	<p>No change</p> <p><u>New action:</u> Current processes used to identify and consent participants in project consultations are effective and robust. However, following the consultation, we will advise participants how their information will be handled (e.g. deleted/archived) or ask for permission to retain it.</p>

Item	Current arrangements (in May 2018)	Action taken / agreed
Other:	N/A	<p><u>New action:</u> We will amend the PLMCS signature block and add “GDPR compliant: see www.plmcs.co.uk for our policy”</p> <p><u>New action:</u> We will upload this GDPR policy to website</p>