



PRIVACY NOTICE FOR CCTV AND TELEMATICS



PRIVACY NOTICE FOR CCTV (on site and in vehicle) and TELEMATICS

Rawle Gammon and Baker Holdings Ltd (we, us, our) is the Data Controller.

This Privacy Statement sets out how we will use the personal data relating to our CCTV footage collected on site in branches and in vehicles, and Telematics collected in vehicles.

We may make changes to this statement from time to time to reflect developments in the law or in the provision of our services.

What personal data is collected and what it is used for

Images and footage will be held by us and used for the following reasons:

- to manage health and safety and security
- to protect public and staff safety
- to assist in the identification, prevention, apprehension and prosecution of offences
- to provide evidence in the defense or pursuance of civil claims
- to confirm proof of purchase
- to facilitate the ongoing improvement of customer service
- to assist with overall management issues and, in the interests of all parties, collate evidence to assist with the investigation of complaints and the verification of claims to establish the truth
- to fulfil our regulatory obligations

If we use an image of you and you do not want us to, please contact Jenny Naylor, HR Director, on 01271 313000 or write to us at Rawle Gammon and Baker Holdings Ltd, Gammon House, Riverside Road, Pottington Business Park, Barnstaple, EX31 1QN.

Where a you object to a photograph or image of you being used used to assist in the identification, prevention, apprehension and/or prosecution of offences, you will be asked to provide your name and address, together with proof you are the subject of the photograph.

How will my personal data be processed

Your personal data will only be processed in line with the Data Protection Principles, which are:

- Personal Data must be processed **lawfully, fairly and in a transparent manner**
- Personal Data must only be collected for **specified, explicit and legitimate purposes**
- Personal Data must be **adequate, relevant and limited to what is necessary**
- Personal Data must be **accurate and up to date**
- Personal Data must not be kept any longer than **necessary**
- Personal Data must be processed in a manner that ensures **appropriate security**

How long will you keep my personal data for

We will not keep your personal data any longer than necessary and generally not more than 3 months, however, in the event of an incident or a claim, images may be kept for an extended period.

Sensitive Information

We will not generally collect sensitive personal data such as information about physical or mental health from you, but if we do collect sensitive information or you choose to share sensitive information with us (such as details about your medical health), we will treat this information appropriately.

Disclosure of information to third parties

We will never sell your personal data to third parties. We will disclose your information to third parties with which we are associated in order to perform certain functions, for example, with our security providers in order to monitor site security, with the Police, with our insurers or with other third parties to make or defend a claim or potential claim or establish the truth.

We will only provide pictures or images of you to third parties without your consent if it is reasonable to do so.

If you have been involved in theft from our premises or business, we may display your image and details about you on noticeboards in our branches. We may also disclose your image and details to other local businesses.

We will also disclose information about you if we have a legal obligation to do so.

Obtaining the information we hold about you

You have a right to request access to the information we hold about you and the right to request reasonable corrections and deletion of any inaccuracies. Under the General Data Protection Regulations, we are required to respond to your request within one month. If you would like a copy of the information we hold about you, please write to Jenny Naylor, HR Director, Rawle Gammon and Baker Holdings Ltd, Gammon House, Riverside Road, Pottington Business Park, Barnstaple, EX31 1QN.

We will not charge you for responding to your request however we will ask you to provide sufficient evidence to demonstrate that you are the data subject or the data subject's legal representative.

NOTE: Where requests are manifestly unfounded or excessive, in particular because they are repetitive, we may:

- Charge a reasonable fee taking into account the administrative costs of providing the information; or
- Refuse to provide the information. A refusal will be accompanied by an explanation why, together with information about your right to complain to the supervisory authority and to your rights to a judicial remedy.