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Data Privacy Notice

Personal Data relates to an individual who can be identified from that data. In the case of GDPR the status of an individual also applies to a sole trader or partnership. Identification can be by the information alone, or in conjunction with other information. The processing of personal data is governed by the General Data Protection Regulation ("GDPR").

The Data Controller for First Air UK Ltd is Tony Cierniak. He can be contacted at the registered office for First Air UK Ltd as detailed below.

First Air UK Ltd complies with its obligations under GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access or disclosure, and by ensuring appropriate technical measures are in place to protect personal data.

Our data relates to different categories of people:

Employees

Suppliers where these are individuals

Customers where these are individuals

We use personal data for the following purposes:

Employees

- Maintaining statutory information and administering payroll

Suppliers where these are individuals

- Maintaining records required under accounting and government regulations
- Contacting suppliers to maintain quotations, place and progress orders, make payments and deal with queries
- Contacting suppliers regarding general matters (eg address or banking changes)
- Supplier details may be passed to our solicitors and the courts in the event of disputes

Customers where these are individuals

- Maintaining records as required under accounting and government regulations
- Contacting customers regarding specific purchases, repairs or installations and enquiries
- Dealing with sales queries
- Chasing payments
- Contacting previous customers regarding general matters and renewal of previous services
- Customer details may be passed to our solicitors and the courts in the event of disputes

Our legal basis for processing your personal data is:

For carrying out obligations under employment, social security or social protection law, or a collective agreement

By explicit consent of the data subject

For legitimate interest e.g. processing of sales enquiries or orders, or the processing of purchase orders

Data Sharing

We only share information outside First Air UK Ltd where required by legislation or as detailed above regarding use of data.

Data Retention

We keep data relating to employees for 7 years following their leaving.

Data relating to customers is retained for at least the period relating to any warranty cover of equipment supplied by First Air UK Ltd.

Data held for current customers is reviewed annually on renewal of our services.

Data of previous customers will be retained for a minimum of 7 years from last transaction.

Data from former customers is retained at our Head Office in Nuneaton in paper format and electronically in relation to our accounting and order processing systems.

Data relating to suppliers is amended as notified of changes by the supplier.

Data of previous suppliers will be retained for minimum 7 years for accounting purposes.

Data from former suppliers is retained at our Head office in Nuneaton in paper format and electronically in relation to our accounting and order processing systems.

Data is disposed of by commercial waste disposal company, after shredding of all paper documents.

Commercial digital data will only be retained to identify customer/supplier in relation to works carried out for historic reference. Personal data will not be retained any longer than necessary for this purpose.

Your rights under GDPR

Unless subject to an exemption under GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which First Air UK Ltd holds about you
- The right to request that First Air UK Ltd corrects any personal data if it is found to be incorrect or out of date
- The right to request your personal data is erased where it is no longer necessary for First Air UK Ltd to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and where possible to transmit that data directly to another data controller, (known as the right to data portability) where applicable. <Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means>
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data (where applicable). <Only applies where the processing is based on legitimate interests, (or the performance of a task in the public interest/exercise of official authority) direct marketing and processing for the purposes of scientific/historical research and statistics>
- The right to lodge a complaint with the Information Commissioners Office

Further Processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, we will provide you with a new notice explaining this new use prior to commencing the processing, and setting out the relevant purposes and processing conditions.

Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact:

Tony Cierniak, First Air UK Ltd, 15 Alliance Close, Nuneaton CV11 6SD or email info@first-air.co.uk

You can contact the Information Commissioners Office on 0303 123 1113 or via email

<https://ico.org.uk/global/contact-us/email/> or at the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow Cheshire. SK9 5AF