



Policies and Procedures

WaterScope is a registered Private Limited Company (number 09707638) based in Cambridge, UK.

WaterScope takes your data and privacy very seriously and complies with the recent 2018 General Data Protection Regulations (GDPR).

We commit to:

- Respecting your rights by adhering to UK law and practice
- Being transparent in regards to how we hold your data
- Training staff who handle personal data, to ensure it is dealt with professionally and competently
- Taking necessary organisational and technical actions to comply with UK GDPR law, including comprehensive privacy policies, procedures and data inventories

Our GDPR policy is reviewed annually ensuring our GDPR policies are up to date with current UK law and legislation. WaterScope acknowledges accountability for the correct management of all personal data we collect.

Personal Information

We define personal information as data that can be used in the identification of an individual. We will not collect personal information that is not necessary for the request or task in hand. We will only collect, process and store personal data that has been provided with express permission from you, the individual.

WaterScope certifies that we will:

- tell you how your data is being used
- how you can exercise your rights in relation to how we are using your data

Consent

WaterScope's lawful basis for the personal data we hold adheres to the principle of consent from the individuals about whom we collect data. We do not process special category data and we guarantee that you are given the opportunity to opt-out at any time.

The only personal information we may hold is your name and your personal or work email address – and this is only if you have subscribed to our newsletter since May 2018 (in which case you have confirmed that you are happy for us to contact you).

WaterScope confirms that consent under the current GDPR laws must be freely given, specific, informed and unambiguous of the individual's wishes. WaterScope meets the GDPR standard of consent being specific, granular, clear, prominent, opt-in and properly documented and stores in a GDPR compliant database.

Data accuracy

Most frequently, personal data obtained by WaterScope is via our website, on our Contact us Page (hyperlink) which emails us directly or when you subscribe to our newsletter. If data is passed onto a third party, with consent from the individual, details will be copied directly, to make sure data is accurate.

Updating

WaterScope will record, update and discard old data after a five year period. Records will be checked at the beginning of the financial year, annually, as it is recognised that there are separate requirements for data we hold and discard.

Storage

WaterScope encrypts personal data storage systems with passwords to ensure authorized access only, whilst transferring and storing data securely. We store information in GDPR compliant platforms.

Retention periods

WaterScope will destroy paper based personal information manually following request or once the retention period has ended. Employee details are retained for five years after the termination of their contract. We will not store CVs for more than six months, unless permission is granted by the candidate to do so. The personal information of our newsletter subscribers will be held for five years using a third-party GDPR compliant newsletter management platform. Subscribers are able to request removal from the mailing list if an access request is submitted or they manually opt-out of the newsletter.

Right of Access

WaterScope respects the rights our employees and therefore complies with GDPR law by responding within a one month period to all access requests.

You have the rights to:

- Access your personal information held by WaterScope.

- Object to the processing of your personal information.
- Object to automated decision making or profiling.
- Prevent or restrict the processing of your personal information.
- Restrict the portability of your personal data.
- Rectify your personal data.
- Erase personal information.

There is no charge associated with submitting a right of access request, however a reasonable fee may be charged if a request is excessive or unsubstantiated- in which case the charge made will be in relation to the administrative costs of providing the information.

Where the member of staff following the accessing procedure is not personally familiar with the individual, steps will be taken to confirm the identity of the person making the request before information is provided. If such an access request is issued to a WaterScope employee, the request will be forwarded to the member of staff responsible for responding, who will reply within one month.

WaterScope employees

It is vital that all WaterScope employees read, understand and accept all policy and procedures relating to personal data that they may handle during work. Responsibilities of WaterScope staff will be outlined during the induction process and signing of staff contracts, in which they accept the WaterScope data protection policies.

Breach notification

In the event of a notifiable breach of GDPR, WaterScope will report the breach to the relevant supervisory authority within 72 hours of its occurrence. The WaterScope internal breach procedure is known by our employees.