

# Fingertips Typing Services Limited

## Privacy Policy



Fingertips Typing Services Limited (Fingertips) is registered under the Data Protection Act in accordance with the regulations set out by the Information Commissioner's Office (ICO). Our registration reference is Z2142412

Fingertips is committed to protecting all data relating to clients, staff and sub-contractors as required by the General Data Protection Regulation (GDPR) which comes into force on 25 May 2018. We are introducing policies to ensure data is collected, used, stored and retained in an appropriate way.

### Legal basis

Fingertips collects your personal data on the order form in order to fulfil our contractual obligation to complete your work.

Should we need additional personal information from you in future, we will explain why it is necessary, how it will be used, and seek your specific, additional consent.

### Consent

By consenting to this privacy notice you are giving us permission to process your personal data for the purposes identified below.

### Your personal details – data collection

To register for an account with Fingertips, you are required to supply your company name, your name, address, telephone number, email address and web address (if applicable). This information will be added to the Fingertips customer database and used for invoicing purposes. The telephone number is used to contact you in the event of unpaid invoices and for work-related reasons. The email address is used to send invoices and correspondence to you.

### Data sharing

Fingertips will not pass your personal details to any third party.

### File transfer system

The file transfer page is a secure system. A separate privacy document regarding this is available on request.

Any audio and text files which are not deleted manually on completion of work will be automatically removed after 30 days.

### Who can access your information?

Only the Data Controller has regular access to the database. A member of staff may be given temporary access if it is necessary when the Data Controller is not available.

The sub-contractor working on your file may become aware of your name, company, etc, if they are mentioned in the audio you provide, or on your letterheads/templates, etc.

Occasionally, a sub-contractor and client may need direct contact to clarify work-related queries. Specific permission will be obtained from both before any information is shared, and the information shared will be restricted to whatever is necessary, for example telephone number if a conversation is needed.

You can ask to know what personal information Fingertips holds for you at any time. Requests should be sent to the Data Controller.

### Data Retention

Your data will be stored in the customer database for six months after completion of your work, provided all contractual obligations have been fulfilled. After six months your data will be removed unless you are an ongoing, recurring client and specifically opt in to having your data stored on the database indefinitely.

### Right of erasure

If at any time you would like your details to be deleted from our database, please contact the Data Controller.

You may withdraw your consent at any time by contacting the Data Controller.

### Complaints

Any complaints about how your data is being processed should be sent to the Data Controller.

### Data Controller

The Data Controller of Fingertips is the Director of Fingertips who can be contacted by e-mailing [cbennett@fingertipstyping.co.uk](mailto:cbennett@fingertipstyping.co.uk)