



Dreams to Realities

Service, Excellence and Innovation

Dreams to Realities (DTR)

GDPR - Privacy Policy

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Purpose

To clarify the Dreams to Realities (DTR) Policy regarding any personal data that DTR collects whether it be from customers, suppliers and/or members of staff.

Background

DTR takes privacy seriously. The following principles underpin the DTR approach to respecting your privacy:

- 1) DTR value the trust that you place by giving us personal data. DTR will only use this information in a way that is fair and worthy of that trust.

- 2) DTR will provide clear information about how personal data is used.

- 3) DTR shall be transparent about what information is collected, what is done with it, with whom it is shared and who you should contact if you have any concerns.

- 4) DTR will take reasonable steps to protect your information from misuse and keep it secure.

- 5) DTR will comply with all applicable data protection laws and regulations and will co-operate with data protection authorities.

What kind of personal information about you does DTR process?

- Personal and contact details, such as title, full name and contact details history.
- Company details, such as office and/or site address, phone number, email address.
- Date of birth, gender, home address, general practitioner details
- Records of your contact with us via phone, email, online.
- Sensitive data for example, clinical information, doctors and specialist reports.

Who to contact within DTR with concerns about personal information and it's use

DTR have appointed a Data Administrator (DA) to co-ordinate any data issues.

In the first instance, contact should be made during working hours by phone or email to the DTR (DA)

How long does DTR retain personal information?

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations.
- For as long as we provide and/or are provided with goods or services.
- Retention periods in line with legal and regulatory requirements or guidance.

How long does DTR retain sensitive data?

- Retention of records is retained for 7 years, or longer at request of DTR customers.

What are your rights under data protection laws?

- The right to be informed about the processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and completed if incomplete.
- The right to object to DTR processing your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the 'right to be forgotten').
- The right to request access to your personal information at any time
- The right to move, copy or transfer your personal information ("data portability").

Consent

Consent is required by DTR to process all types of personal and sensitive data, but it must be explicitly given.

By consenting to this Privacy Policy, you are giving DTR permission to process any personal/sensitive data held specifically for the purposes identified in this Privacy Policy.

Disclosure

DTR will not pass on your information to third parties.

Should you wish to have any personal information held on file removed, once completion of works/supply goods has taken place, please advise in writing, address to the company's (DA) at:

Dreams to Realities, Rothesay House, First Floor, 134 Douglas Street, Glasgow G2 4HF