

GAS SAFE REGISTER

Privacy Policy

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Contents

1 Scope.....	3
2 Responsibility for your personal data	3
3 Your rights and how we protect them.....	3
4 What personal data do we hold?.....	4
5 How will Gas Safe Register use my information?	5
5.1 Engineers.....	5
5.2 Consumers	5
6 Disclosure of personal information.....	6
6.1 Freedom of Information Act 2000 (FOI)	7
6.2 Environmental Information Regulations 2004 (EIR)	7
7 Reasons for requesting personal data	7
7.1 Engineers.....	7
7.2 Consumers	7
8 Retention of data	8
9 Storage of data.....	8
10 How do I find out what personal information Gas Safe Register holds about me?	8
11 Exemptions to the right to subject access	8
12 How to apply for subject access.....	8
13 Notification of changes	9
14 How to contact us	10

1 Scope

This policy explains the rights of registered businesses and consumers as customers of Gas Safe Register when using our services. These rights are set out by the Data Protection Act 1998. Data protection legislation provides legal rights to living individuals in respect of personal information (personal data or sensitive personal data) which is collected and processed about them so as to give them some control over the information. It is important that data is always processed in a fair and lawful manner.

This document explains why we require your personal data, what we do with your data and what you can expect from us in return. It also explains how to obtain a copy of any personal data that we may hold about you.

This policy does not replace the Data Protection Act; it shows how Gas Safe Register will comply with the Act when processing personal data.

2 Responsibility for your personal data

Any personal data or sensitive personal data provided to or gathered by Gas Safe Register will be controlled by Capita Gas Registration and Ancillary Services Limited (CGRAS) Company No. 05078781, whose registered office is 17 Rochester Row, London, United Kingdom, SW1P 1QT. Capita Gas Registration and Ancillary Services Limited are registered as a data controller for this purpose with the Information Commissioner's Office. This means that we hold full responsibility for the safety of the data contained on the Register.

All of our staff are data protection trained and are aware of their responsibilities under the Data Protection Act 1998.

We conduct regular compliance checks, to the standard set out by the Information Commissioners Office, on all departments and systems. In addition continual security checks on our IT systems are undertaken.

References to 'Gas Safe Register' in this policy relate to the data controller acting under the trading name Capita Gas Register and Ancillary Services Ltd (CGRAS).

Any organisation that works on behalf of Gas Safe Register is referred to as our 'Data Processor'. We will ensure that our data processors comply with the Act and operate to the same high standards as CGRAS.

3 Your rights and how we protect them

The Data Protection Act 1998 states that data should only be processed in accordance with the rights of an individual. You have a right:

- To know what data we hold about you.
- To ask us to amend any data if incorrect.

Gas Safe Register is fully committed to compliance with data protection legislation and regards the lawful and correct treatment of personal information as a fundamental obligation. We will at all times comply with the requirements of the Data Protection Act 1998, including ensuring that there are appropriate technological and operational procedures in place to protect our users' information.

The following principles will apply when we process your personal data:

- Your data is only processed with your knowledge.
- Your data will only be used for the purposes of gas safety.
- Only data that we actually need is collected and processed.
- Your data is only seen by those who need it to do their jobs.
- Your data is retained only for as long as it is required.
- Your data is accurate and is only used for the intended purpose.
- Decisions affecting you are made on the basis of reliable and up to date data.
- Your data is protected from unauthorised or accidental disclosure.
- You will be provided with a copy of data we hold on you, on request.
- Procedures are in place for dealing promptly with any disputes.

These principles will apply whether we hold your data on paper or in electronic form.

4 What personal data do we hold?

We will only hold your data

- If you (or your employer) have registered with Gas Safe Register.
- If you have taken any gas qualifications. Competencies are held by the Register to enable the maintenance of an accurate database.
- If you have made a complaint to Gas Safe Register.
- If we need to carry out an inspection following a complaint.
- If an incident has taken place and we are investigating that incident.
- Where you have authorised us, for the notification of gas work under the Building Regulations.
- Where you have authorised a third party notification of gas work under the Building Regulations.
- Where we receive a complaint or allegation about the undertaking of un-registered gas work.

We do not capture or store data about visitors to our website www.gassaferegister.co.uk. However, users may choose to give us data such as their name, address, contact details or email for:

- Registration purposes.
- Enquiries.
- To sign up to our newsletter.
- Ordering leaflets.
- Submitting a form, or

- To tell us about an experience you may have had.

Our website uses cookies and collects IP addresses. We use IP addresses to analyse trends, administer the website, track users' movement and gather broad demographic information for aggregate use. IP addresses are not linked to any personally identifiable information.

5 How will Gas Safe Register use my information?

5.1 Engineers

If you apply for registration or renew your registration via your online account we will use your contact information to:

- Deal with your requests and enquiries.
- Send you key correspondence/information (e.g. invitation to renew your registration).
- Send you information about services or technical information.
- Keep you informed of new content on the website by way of email alert, or to follow up on the interest you have shown.
- Manage and maintain your registration accounts and payments.
- Modify and communicate with you about your account.
- Use in the 'Find an engineer' and 'Check an engineer' functions on the consumer facing website.
- Carry out bulk contractor/engineer registration checks on behalf of larger organisations.
- Support gas safety, which might include (but not be limited to)
 - Liaison with relevant government agencies and departments, or other parties, in promoting and demonstrating gas safety.
 - Determining one or more risk models and inspection regimes to be applied by Gas Safe Register, other bodies, or industry generally, and
 - Liaison with any employing business(s) if gas safety issues are discovered.

We will keep your information confidential and Gas Safe Register will not sell, share, transfer or rent the information collected other than as disclosed in this statement.

5.2 Consumers

If you make a complaint to Gas Safe Register, submit a form via our website, sign up to our eNewsletter or our appliance reminder service, order leaflets, tell us about an experience you may have had or agree to your engineer notifying your installation through Gas Safe Register we will use your personal information to:

- Deal with your requests and enquiries.
- Contact you about any enquiry you have made.
- Investigate your complaint. (We have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where for example; the complaint is against a registered business.)
- Produce a report following a complaint. Details such as the property address, contact details and a brief description of your concerns will normally be included.

- Provide you with any services (e.g. send you the eNewsletter you have signed up to).
- Notify your new installation to your Local Building Control Office, following which we may offer you a free gas safety inspection.
- Conduct satisfaction surveys.

We will keep your information confidential and Gas Safe Register will not sell, share, transfer or rent the information collected other than as disclosed in this statement.

6 Disclosure of personal information

Your data will only be seen by those whose jobs require them to do so. In practice, this means Gas Safe Register staff conducting the various checks that are necessary for the registration of a business. Data may also be passed to other organisations and 'Data Sources' involved in the Registration Service. These could be:

- **Health & Safety Executive** – searches will be made on the Register and data may be passed to local HSE inspectors in the areas where you work. In Great Britain this will be the Health and Safety Executive, in Northern Ireland this will be the Health and Safety Executive Northern Ireland, in the Isle of Man this will be The Health and Safety at Work Inspectorate, and in Guernsey this will be the States of Guernsey Health and Safety Executive.
- **Government Departments** – from time to time data may be required by a government department either to assist in matters of national importance, or required under an act of parliament. Your data will only be provided in such circumstances where we are legally obliged to provide it i.e. under a statutory order or where to do so is reasonable and in the national interest.
- **Regulatory bodies** – from time to time data may be required by regulatory bodies/enforcement agencies such as Trading Standards, Environmental Health, DWP (Department for Works & Pensions), Border Agencies, Police etc. Your data will only be provided in such circumstances where we are legally obliged to provide it and/or their powers have been quoted.
- **Local Authority Building Control** – where gas work is reported, local authority building control will have access to your data for the purposes of the Building Regulations. Only data necessary to perform this service will be made available.
- **Satisfaction surveys** – we may conduct, from time to time, customer satisfaction surveys and may employ a specialised organisation to conduct the survey on our behalf. The data used will be restricted to name, address and contact numbers.
- **General public** – Details of business registrations will be made available via the website and telephone to the general public in two ways:
 - **Find a registered business** - Unless a business specifically opts out of the service, the business details will be made available to the general public through the 'Find a Registered Business' service.
 - **Check an engineer** – All registered businesses and engineers are subject to verification by their customers. Registration details and competencies are available on

the website and over the telephone to any member of the public requesting verification that the business/engineer is registered and suitably qualified to carry out gas work.

- **Complaint Reports** – Following our investigation of a gas complaint we will provide a copy of our report, containing the complainants details, as outlined in section 5.2, with the registered business or other parties such as landlords, as a result of inspection findings or concerns.

6.1 Freedom of Information Act 2000 (FOI)

CGRAS operates the Gas Safe Register under concession from the Health and Safety Executive (HSE). Freedom of Information gives individuals or organisations the right to request recorded information from any public authority e.g. HSE. As CGRAS is a private company it is therefore not required or obliged to provide information under the Act.

CGRAS operates the Gas Safe Register scheme on behalf of the HSE. Freedom of Information requests received by CGRAS will therefore be passed to the relevant health and safety authority for a response. Any disclosure of information will be made by the relevant authority in accordance with the requirements of the Act.

6.2 Environmental Information Regulations 2004 (EIR)

The EIR operate in a similar way to FOI although they relate specifically to environmental information and include information about air, water, soil, land, plants and animals, energy, noise, waste, emissions etc.

As above, any such requests received by CGRAS will be passed to the relevant health and safety authority for a response. Any disclosure of information will be made in accordance with the requirements of the Regulations.

7 Reasons for requesting personal data

7.1 Engineers

Most of the information required from engineers is mandatory information required to maintain the Gas Safe Register. The data that businesses/engineers provide enables the general public to be assured of their competence to carry out safe gas work in their homes and businesses. We have a duty to make certain that any data disclosed is both accurate and relevant. For this reason we must be sure of the identity of an applicant.

7.2 Consumers

Most of the information required from consumers is personal information required in order to investigate a complaint they may have made or to deal with their requests and enquiries. This data enables us to contact them and where necessary make arrangements for an inspection to take place.

8 Retention of data

Gas Safe Register will ensure that data is not held for longer than is necessary and for the purpose for which it is intended. All information of a confidential or sensitive nature will be securely destroyed in line with Capita Group Policy when it is no longer required.

9 Storage of data

All of our users' information, not just personal data, has restricted access. Our employees must use password-protected log-in screens to gain entry to restricted information. Furthermore all employees are kept up to date on our security and privacy practices.

We work to protect the security of your information by maintaining physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identify before we disclose personal information.

10 How do I find out what personal information Gas Safe Register holds about me?

You are entitled to be told if an organisation holds any data about you and if so to be given a copy. This right is the 'right to subject access'. You are also entitled to be told what your data is used for and if it is disclosed to others.

11 Exemptions to the right to subject access

You are entitled to see any data that we hold about you, with some specific exceptions as set out in the Data Protection Act 1998. For example, we are allowed to refuse requests where providing data would be likely to prejudice:

- The prevention or detection of crime, or
- The privacy rights of a third party.

12 How to apply for subject access

Subject access requests should be made in writing (email is acceptable) and sent to the Business Improvements Manager at Gas Safe Register using the address details provided in section 14, along with a payment of £10 (cheque or postal order). The request must also include enough information to enable Gas Safe Register to;

- prove your identity, and
- be able to identify and retrieve the information.

Proof of identity should include a copy of a document from each of the following categories;

- a. **proof of name** – full driving license, passport or birth certificate
- b. **proof of address** – utility bill, bank statement, pension book or equivalent official document

Note: Any documents provided as proof of identity will be returned and no copies will be taken or held on our files.

A subject access request will only be processed once the appropriate fee has been received and Gas Safe is satisfied that they are able to validate the identity of the individual making the request.

Gas Safe Register will respond within 40 calendar days of receipt of a subject access request, proof of identity and the administration fee.

If you require any help in making a subject access request to Gas Safe Register please let us know. Alternatively The Citizens' Advice Bureau may also be able to help. Likewise, if for the purpose of accessibility you have any reason why this method of communication is not suitable, please let us know so that reasonable adjustments can be made to aid your communication with us or access to our services.

Further advice or guidance about making a subject access request, or an appeal can be obtained from the Information Commissioners Office (ICO) website <https://ico.org.uk/> or by contacting the Information Commissioner direct at the address below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or 01625 545745

Fax: 01625 524510

Email: registration@ico.org.uk

13 Notification of changes

If we decide to change our privacy policy, we will notify you of those changes via our website www.GasSafeRegister.co.uk. You will have a choice as to whether or not we use the information in this different manner. We will use information in accordance with the changed privacy policy unless you notify us otherwise.

14 How to contact us

If you have any questions or comments about Gas Safe Register's Privacy Policy you can contact us at:

Gas Safe Register
PO Box 6804
Basingstoke
RG24 4NB

Tel: 0800 408 5500
Fax: 01256 341501
Email: enquiries@gassaferegister.co.uk