



Privacy Notice

Space Industries Ltd takes care to protect the privacy of our customers and other business contacts and to process data fairly and lawfully.

This document is a public declaration of how Space Industries applies the data protection principles and rights afforded to individuals by the General Data Protection Regulation (GDPR), and other data protection legislation, to the personal data we hold.

This notice applies between users of this Website and Space Industries Limited, the owner and provider of this Website, as well as between Space Industries Limited and other business contacts. It covers our storage and use of any and all data collected by us, or provided by you, in relation to your use of the Website and for other purposes.

Please read this document carefully.

Space Industries Ltd

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Registered in England No. 2619403

Contents of this Notice

Data Protection – Space Industries Limited’s Contact Details	3
Who is collecting this personal information?	3
Lawful Basis for Processing Personal Data	3
What is the lawful basis used by Space Industries for processing personal information?.....	3
What are the legitimate interests being pursued that allow Space Industries to process personal information?	3
Data Collection	4
What data is Space Industries collecting about visitors to the website?	4
Individuals Covered by this Privacy Notice	4
Visitors to the Space Industries Limited Website.....	4
Customers and Enquirers	6
Space Industries Limited’s Employees and Applicants.....	6
How does Space Industries Limited deal with employee and job applicant data?	6
What will Space Industries Limited do with the information provided as part of the application process?	6
What information does Space Industries Limited ask for and why?	7
How long will applicants’ and employees’ information be retained?.....	8
Suppliers and Sub-Contractors.....	8
Data Protection Rights of the Individual	9
Complaints Procedure	9
Data Breaches	10
What would happen in the event of a data breach?	10

Data Protection – Space Industries Limited’s Contact Details

Who is collecting this personal information?

Trading name: Space Industries Limited, Hurn Chapel, Avon Causeway,
Christchurch, Dorset BH23 6AS

Company number: 02619403

Contact: Data Protection Officer, Space
Industries Limited, Hurn Chapel, Avon Causeway, Christchurch, Dorset
BH23 6AS

Email: info@spaceindustries.co.uk

Website: www.spaceindustries.co.uk

Lawful Basis for Processing Personal Data

What is the lawful basis used by Space Industries for processing personal information?

Space Industries Limited processes your data on the lawful bases of Legitimate Interest and Contract.

When you carry out a calculation on our website, we believe it is reasonable to get in touch with you to:

- ensure the information you have received is sufficient and fit for purpose
- offer further information and a more tailored service, and
- provide technical advice and expertise, to achieve a more accurate quotation.

When you request a detailed quotation or place an order for our services, we hold your contact details to enable us to fulfil your requests and our contractual obligations.

What are the legitimate interests being pursued that allow Space Industries to process personal information?

Space Industries Limited acts as a vendor and processes your data on the legal basis of Legitimate Interest. For example, if you have searched our website and requested a calculation, this requires you to enter your personal details to obtain the output and we regard this as an expression of interest in the services we offer. We therefore believe it is reasonable to contact you to offer a more tailored service and to provide additional information, which clarifies the services on offer.

Data Collection

What data is Space Industries collecting about visitors to the website?

Space Industries Limited has the policy of collecting the minimum of basic contact information, such as name, address, telephone number(s) and email address, to enable us to provide the best service. Contact details are used in order to contact you in relation to your enquiry for services and are only shared for the purpose of fulfilling an order for services, for example, with a trusted and vetted sub-contractor or supplier.

Individuals Covered by this Privacy Notice

The following categories are covered by this Notice:

- visitors to the website
- enquirers who contact Space Industries via email or telephone
- customers
- job applicants, current and former employees and
- suppliers and sub-contractors.

When someone visits www.spaceindustries.co.uk, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out information such as the number of visitors to the various parts of the site. This data is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website, for example, when visitors wish to carry out a calculation to obtain details of the cost of a mezzanine floor, we will make it clear that we are collecting personal information. On our website, we refer visitors to this Notice, to explain why we collect the data and how it will be processed.

Visitors to the Space Industries Limited Website

We use industry-standard Secure Socket Layer (SSL) encryption technology to safeguard transmission of data to and from our website.

Personal data is currently collected via the following forms on the website:

- Enquiry Form: <http://www.spaceindustries.co.uk/contact/enquiry-form.php> This data is not stored in the website's database.
- Mezzanine Quote: <http://www.spaceindustries.co.uk/mezzanine/mezzanine-onlinequotation.php>
A copy of this data is stored in the website's database.

In the case of calculations, visitors can complete the above form to communicate their requirements for a mezzanine floor and accessories. The form includes fields for the collection of contact details.

We need to collect this information to enable us to make contact with the enquirer, to ensure they have enough information and to establish whether we can help further by carrying out a survey or providing expert advice on the installation they are considering.

We have to retain the details of people who have requested our service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have ordered a mezzanine floor to carry out a survey to find out if they are happy with the level of service they received. When people have ordered our services, they can request that we do not contact them again at any time.

In the case of email or telephone contacts, we collect and store contact details in Word or Excel, in electronic files or hard copy folders, to enable us to provide the quotation requested.

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The table below explains the cookies we use and why.

Cookie type	Cookie name	Purpose
User Session	PHPSESSID	This cookie is used to identify you as a user between page loads. It is an essential part of the enquiry form on our website. Each user is assigned an anonymous user session. This cookie is destroyed each time you close your browser.
Google Analytics	_utma _utmb _utmc _utmt _utmz	These cookies are used to collect information about how visitors use our website. We use this information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, how visitors arrived at the website and the pages that they visited.

Cookie Usage Notice	Cookieconsent_status	This cookie is used to record if you have read and accepted the notice regarding the use of cookies on our website. If set, this cookie remains active for 365 days and prevents the notice from being displayed again.
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Customers and Enquirers

Please note, we will monitor any emails sent to us, including file attachments, for viruses or malicious software. We would like to make you aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues, and to check on the level of service we provide. Once an order is placed and the work has been completed, we may contact you to ask you to complete a questionnaire to facilitate our approach of continual improvement.

Space Industries Limited's Employees and Applicants

How does Space Industries Limited deal with employee and job applicant data?

Space Industries Limited is the data controller for the information you provide during the application process, unless otherwise stated. If you have any queries about the process or how we handle your information, please contact us at info@spaceindustries.co.uk or via telephone on 01202 400900.

What will Space Industries Limited do with the information provided as part of the application process?

All of the information you provide during the application process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements, if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes. The information you provide will be held securely by us, whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information does Space Industries Limited ask for and why?

We do not collect any more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You do not have to provide what we ask for, but it may affect your application if you refuse to provide it.

Application stage

We will ask you for your personal details, including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you choose not to provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Shortlisting

Our managers shortlist applications for interview. They will not be provided with your name or contact details or with your equal opportunity's information, if you have provided it, at the shortlisting stage.

Interviews

If you have been shortlisted, we will ask you to attend an interview. Information generated during the interview (for example, completed interview assessment forms) will be retained. This information may assist us if we are asked to explain why an applicant was not chosen for a role.

If, following assessment, you are not selected for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you, should any further suitable vacancies arise.

Conditional offer

If you have been selected for the position you have applied for, we will make a conditional offer of employment, subject to the receipt of references. We will ask you for further information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks in order to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and to seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity, including driving licence – you will be asked to attend our office with original documents and we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents and we will take copies.

- We will contact your referees, using the details you provide in your application, directly to obtain references.
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work.

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work
- Your P45 from your previous employer
- A passport sized photograph of yourself for health and safety purposes
- The answers to a series of personal questions which enable us to provide insurance to drive company vehicles

If you are employed by Space Industries Limited, relevant details about you will be provided to our Accounts Administrator, who is responsible for payroll on a day-to-day basis. This data will include your name, bank details, address, date of birth, National Insurance Number and salary, which will be stored in encrypted form on Sage.

How long will applicants' and employees' information be retained?

If you are successful in your application, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment, plus 6 years after the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the recruitment campaign.

Data generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the recruitment campaign.

Equal opportunities information is retained for 6 months following the closure of the campaign, whether you are successful or not.

Suppliers and Sub-Contractors

As part of our role in a managed project, we will hire sub-contractors and place orders with suppliers. This will involve sharing some of the contact details of people who have placed orders. In line with Space Industries Limited's policy, we will only share the bare minimum of details to enable the supplier to deliver or the sub-contractor to carry out their work.

Our sub-contractors are vetted carefully, and as part of this process, we will be asking for a copy of their Privacy Policy and Privacy Notice.

Data Protection Rights of the Individual

Space Industries Limited tries to be as open as possible in terms of giving people access to their own personal information. If an individual wishes to know what personal information we hold about them, they should make a subject access request. We only charge for provision of information if we believe the request is manifestly unfounded or excessive.

Under the Regulation, we have a month to comply with the request, although we will aim to provide the information as promptly as possible. If we are unable to satisfy the request, we will explain why and reassure the individual that they will have the right to complain to the supervisory authority and to a judicial remedy.

The GDPR and other data protection legislation protects the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object and
- The right not to be subject to automated decision-making including profiling.

The right to data portability is new. It only applies:

- To personal data an individual has provided to a controller
- Where the processing is based on the individual's consent or for the performance of a contract and
- When processing is carried out by automated means.

Complaints Procedure

Space Industries Limited tries to meet the highest possible standards when collecting and using personal information. For this reason, we would treat a complaint very seriously.

We encourage people to bring to our attention any collection or use of information that seems to be unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

When we receive a complaint from a person, we create a folder containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile statistics, showing information such as the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

This notice was drafted with clarity and brevity in mind. It does not provide exhaustive details of our processes and procedures. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the Data Protection Officer shown on the first page of this notice. This person can also be contacted with any complaints.

Data Breaches

What would happen in the event of a data breach?

Space Industries Limited are confident that the processes, procedures and protection we have put in place will ensure that personal data is stored securely.

However, should a data breach of any kind occur, we would report it to the Information Commissioner's Office (ICO) as soon as practicable and by their deadline, of within 72 hours of the occurrence of the data breach, at the latest.

*Data Protection Officer
Space Industries Limited December 2018*