



## INFORMATION SECURITY POLICY

RadioPro only processes personal data for core business purposes.

**Organisation:** RadioPro

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## **Personal Data Held by RadioPro - CUSTOMERS**

### **Name and Address, Telephone Number and/or Email Address**

The contact details given when placing an order; either via telephone conversation, email or via our online marketplaces or website; are stored electronically in our accounting software. We will use this information to process your order, create an invoice, inform you of delivery details and send you a copy of your invoice at the initial order process stage. Our lawful basis for processing this information is a legal obligation to keep accurate accounting records. This information is kept on file for a period of 7 years in compliance with requirements from HMRC. After this period the information is deleted. This 7 year period applies to each order placed. This information is kept securely in our accounting software and is accessible only to key staff members with the appropriate login and password.

If this information has been taken manually via a telephone order, once these details are transferred to the accounting software the paper copy is cross shredded. Where this information is obtained through orders via our website or online marketplaces, once these details are transferred to the accounting software, the information is kept securely within these marketplaces and deleted after 12 months. Access to this information is accessible only to key staff members with the appropriate login and password.

This information is shared with the courier, or with the supplier if the order is to be drop shipped, in order to meet our obligation to deliver your order. The courier company or the supplier does not share this information with any other party and the information is treated securely, according to their own information security policies. RadioPro does not make this information available to any other recipient.

### **Email Address**

After orders have been confirmed as received, a courtesy follow-up email is sent. This includes an option to join our mailing list where the customer must follow a process to join and give consent. This mailing list is kept securely, separate to our accounting software. Access to this information is accessible only to key staff members with the appropriate login and password. Marketing emails will only be sent to addresses on this list. Our lawful basis for processing this information is Consent, given by the customer at the point of subscribing to the newsletter. This consent can be revoked at any time by the customer simply by unsubscribing from the list. The email address will then be deleted from the mailing list.

## **Customer Rights**

### **Right of Access:**

Customers can request to see what information we hold for them upon providing sufficient proof they are the account holder. Once proof has been provided, RadioPro will supply the information in the format requested by the customer, either in paper form or electronically. RadioPro will endeavour to respond to the customer's request within 14 days.

### **Right to Rectification:**

Customers are entitled to have their information rectified if it is found to be incorrect. RadioPro will endeavour to rectify the information within 14 days of the request.

### **Right to Erasure:**

Customers have the right to "erasure" with regards to the telephone number and email address provided at the initial order stage only. Email addresses given when subscribing to our newsletter can be deleted by unsubscribing, as disclosed on page 3, paragraph 4. All other information is to be kept for accurate financial records required by HMRC, as disclosed on page 3, paragraph 1.

## **Personal Data Held by RadioPro - SUPPLIERS**

### **Contact Details**

The contact details given by suppliers upon setting up RadioPro as a customer are stored electronically in our accounting software. We will use this information to produce orders, store invoices, make payments and keep accurate purchase ledgers. Our lawful basis for processing this information is a legal obligation to keep accurate accounting records. This information is kept on file for a period of 7 years in compliance with requirements from HMRC. After this period the information is deleted. This 7 year period applies to each order placed. This information is kept securely in our accounting software and is accessible only to key staff members with the appropriate login and password.

Occasionally the contact name and telephone number may be given to a customer if it is required for the customer to contact the supplier directly, in the case of a technical issue with their product. This information is not passed on to any other recipient.

### **Pricing**

Any price information is kept securely on file, accessible only to key staff members with the appropriate login and password. This information is kept confidential and is never shared with any third party.

### **Bank Details**

Bank details are kept securely within our online banking account for the purpose of making payment for invoices. These details are accessible only by secure login, password, and unique identifier. These details are never shared with any third party.

## **Supplier Rights**

### **Right of Access:**

Suppliers can request to see what information we hold for them upon providing sufficient proof they are our account contact. Once proof has been provided, RadioPro will supply the information in the format requested by the supplier, either in paper form or electronically. RadioPro will endeavour to respond to the supplier's request within 14 days.

### **Right to Rectification:**

Suppliers are entitled to have their information rectified if it is found to be incorrect. RadioPro will endeavour to rectify the information within 14 days of the request.

### **Right to Erasure:**

Suppliers have the right to "erasure" with regards to the telephone number and email address provided at the initial account set up stage, and pricing information only. All other information is to be kept for accurate financial records required by HMRC, as disclosed on page 5, paragraph 1.

## **RadioPro IT Safety Measures**

RadioPro take all reasonable measures to ensure information security within our IT and our online environment.

All personal data given through our website and online marketplaces are done so through HTTPS pages. A user login and password is required for staff to access any personal data through our website or online marketplaces.

A firewall is kept in place and up to date on our computer system. Anti-virus and anti-malware software is kept updated every week and renewed every 12 months, with scheduled scans running throughout each week. Patch management and software updates are run regularly. Backups of our accounting system are taken daily to protect against loss of data or corruption.