

PRIVACY POLICY

DSE Scotland Limited

Introduction

At DSE Scotland, we are committed to maintaining the trust and confidence of our clients, potential clients, stakeholders and visitors to our website.

This privacy policy has been written to explain when and why we might collect your personal information, how we use it and keep it secure, and the very limited conditions in which we may share it with others.

If you have any queries about our use of data, please contact us at:

Neal Cameron
Director / Data Protection Officer
DSE Scotland Limited
23 Maitland Road, Kirkliston EH29 9AR

telephone: +44 (0)131 335 3689 or +44 (0)7795 222 369
email: neal.cameron@dsescotland.com or info@dsescotland.com

Types of Data We Collect

Personal data

While enquiring about or using our services or website, you may provide us with personal information such as your name, address, email, work contact details, etc. We will use this information to carry out agreed work for you, and to administer our client databases, marketing material and website. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation. By providing contact information such as telephone and email details, you consent to us contacting you using those methods as appropriate. This information is usually provided by you to us through:

- general written, e-mail or telephone requests for information about our services
- completion of online booking forms (e.g. [public DSE Assessor Training courses](#)) or the [contact form](#) on our website
- information from training courses: attendance lists, assessment and feedback sheets
- face-to-face meetings
- social media platforms including LinkedIn

Special categories of personal data – health information

As a provider of Display Screen Equipment risk assessment services, we also collect and process health information from individuals, one of the special categories of personal data set out in the GDPR. As such, we will always:

- seek active consent from individuals to gather and process their data
- strive to make providing information of this kind straightforward and (if appropriate) private

- provide details to individuals about how this information will be used, who it will be shared with and how they are to be provided with a copy
- treat this data with extreme care, ensuring that it is securely stored and deleted as appropriate
- refer individuals to this Privacy Policy for more information on their rights to withdraw consent to processing, or to verify, amend, update, delete or be provided with a copy of their personal data

More information about our approach to gathering, sharing and retaining health information is available below in the 'Sharing Information' section.

Marketing and Mailing Lists

We will never sell, rent or otherwise pass on any of your details to other companies or businesses for marketing purposes.

We send out a general marketing newsletter around three or four times a year to let you know about upcoming training dates, new products or services and any other information we think may be of interest to you. We use a third-party provider, MailChimp, to help deliver this, and gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve the information we send out. For more information, please see [MailChimp's privacy notice](#).

You can unsubscribe to general mailings by clicking the unsubscribe link at the bottom of any of our emails, or by emailing info@dsescotland.com.

The Website (www.dsescotland.com)

We take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of users as they browse our website. www.dsescotland.com complies with all UK national laws and requirements for user privacy.

Cookies

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the interactions and usage of the website. This allows the website, through its server, to provide users with a tailored experience.

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave the website or shortly afterwards. We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

www.dsescotland.com uses tracking software provided by Google Analytics to monitor visitors to better understand how they use the website. This software saves a cookie to your computer's hard drive in order to track and monitor your engagement and use of the website, but **will not** store, save or collect any personal information.

Should users wish to deny the use and saving of cookies from the website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

Sharing Information

As previously mentioned, we will never sell, rent or otherwise pass on your personal data. We may however pass on information in the following circumstances:

Display Screen Equipment (DSE) Risk Assessments

DSE assessments – also sometimes called desk or workstation assessments – involve gathering personal information. Typically when organising an assessment, an employer will provide us with an individual's name, and their place of work. They may also provide other details such as job title, working pattern and possibly an outline of any issues which have prompted the assessment.

Effective assessments usually also involve the collection and processing of health information, a special category of personal data due to its confidential and sensitive nature. Our standard process for carrying out assessments is:

- arrange to meet the individual at an agreed time, date and location
- offer to have a chat away from the desk (especially in open-plan offices) should the individual wish to do so
- advise the individual that we will take written notes as we talk, and that they can tell us as much or as little as they are comfortable doing
- explain that, once typed up, the assessment report will be emailed to the assessment organiser in the first instance (or other single named contact), with a request that they forward a copy to the individual
- request proactive consent to process the personal data referred to above
- in case any follow-up work is required, we will securely retain electronic copies of assessment reports, corresponding handwritten notes and any relevant correspondence for a period of **seven years** from the date of the assessment. As data will then be deleted/destroyed, we strongly recommend that clients and/or individuals retain copies for their own records as they deem appropriate.

DSE Assessor Training – Accreditation

Under the terms of our accreditation from the Chartered Institute of Ergonomics & Human Factors (CIEHF), we are obliged to provide them with a note of the names of attendees, the training date and geographical training location (e.g. 'Edinburgh') for both public and in-house 1 day accredited DSE Assessor Training courses. No other identifying information is provided. CIEHF retain this information for a period of five years.

Products and Services

Where we have recommended a particular product, service or trusted manufacturer or supplier and you **expressly** consent to or ask us to pass on your details to them. Please note our usual process is to provide you with relevant contact information so that you can make contact if you wish.

How Long Do We Keep Your Data For?

DSE Scotland will not retain your personal information any longer than necessary. We will keep the information you provide for as long as needed to be able to provide our services to you, or for a reasonable length of time following the provision of services in case of the need to review assessments or follow up on training courses.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even if it is no longer needed to provide services to you.

Notwithstanding the above, our policy for document retention (hard copy and electronic) is as follows:

data type	format	deletion schedule
DSE risk assessment information	handwritten notes and computer files ('Pages' and pdf documents)	7 years following assessment
website: contact form	e-mail and website files	website files deleted once actioned
website: online course bookings	website files and pdf copy	website files deleted once pdf created, pdf file deleted 5 years following date of course
training course attendance lists, assessment and feedback forms	hard copy, attendance lists also as 'Pages' and/or pdf files	5 years following date of course

Choosing How We Use Your Data

We understand that you trust us with your personal information and we are committed to ensuring that you can:

- verify the personal data that we hold for you by contacting us at info@dsescotland.com. Our security procedures mean that we may request proof of identity before we reveal any information.
- contact us by the same method to withdraw consent to us processing your personal data, or to change, correct, update or delete any information we hold for you at any time.
- unsubscribe from receiving marketing emails from us by clicking the "unsubscribe" link at the bottom of any email. Once you do this, you will no longer receive any emails from us.
- request a readable copy of the personal data we hold on you at any time. To do this, please contact us at info@dsescotland.com.

Please note, we are constantly reviewing how we process and protect data and so changes to our policy may occur at any time.