**Data Protection Policy**

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**Introduction**

The purpose of this document is to clearly outline the types of information TEC Installations Ltd holds on behalf of our clients, end clients, employees, and contractors, and to detail the security measures implemented to safeguard this data. Our commitment is to comply with applicable data protection laws and best practices to ensure the confidentiality, integrity, and availability of all stored information.

* **1. Data**

TEC Installations Ltd processes and maintains various types of data, which may include but are not limited to:

* **Communication Data:** Emails (Received & Sent)
* **Personal Data:** Names, email addresses, phone numbers, date of birth, physical addresses, copies of ID, banking details, medical information
* **Project Data:** Site designs, site surveys, site handover packs
* **Financial Data:** Quotes, invoices, purchase orders
* **Digital Media:** Site photographs, imagery
* **Client Information:** Business addresses, registered and trading addresses

This data is collected directly from clients, employees, contractors, and relevant third parties, and is used solely for legitimate business purposes such as service delivery, invoicing, communication, and compliance.

* **2. Data Handling and Storage**
* **Data Collection:** Data is collected through secure channels, with sensitive information such as banking details and medical data handled with extra caution.
* **Data Storage:** All data is stored securely in cloud-based systems that are compliant with industry standards, providing flexible access while maintaining security.
* **Data Access:** Access to data is restricted to authorized personnel only, based on their roles and responsibilities.
* **Data Sharing:** When sharing sensitive data with clients or third parties, TEC Installations Ltd ensures secure transfer methods, such as password-protected links or shared client folders with restricted access rights.
* **3. Security Measures**
* **Cloud Storage Security:** We utilize reputable cloud service providers that follow strict security protocols, including encryption at rest and in transit, regular security audits, and compliance with applicable data protection standards.
* **Two-Factor Authentication:** All cloud accounts employ a two-step verification process requiring a unique 6-digit code sent to registered devices, significantly reducing the risk of unauthorized access.
* **Password Policies:** Passwords must be at least 8 characters long, including at least one uppercase letter, one lowercase letter, and two special characters. Passwords are managed in accordance with best security practices, including regular updates.
* **Device Security:** All devices with access to company data are configured to automatically wipe data after three consecutive incorrect password attempts.
* **Remote Management:** TEC Installations Ltd. has remote lock and wipe capabilities for any device if lost or stolen, preventing unauthorized data access.
* **Email Security:** All email communications are stored securely according to Microsoft data protection guidelines and are archived on Microsoft servers in encrypted form.
* **Data Breach Protocol:** In the unlikely event of a data breach, TEC Installations Ltd will follow established incident response procedures, including notification to relevant authorities and affected individuals, in compliance with legal requirements.
* **4. Data Retention & Disposal**
* **Retention Periods:** Data is retained only for as long as necessary to fulfill its intended purpose or to comply with legal obligations.
* **Secure Disposal:** When data is no longer required, it is destroyed securely and permanently, ensuring that confidentiality is maintained.
* **5. Staff Responsibilities**

All employees and contractors are responsible for adhering to this policy, promptly reporting any data security concerns or incidents, and following best practices for data protection.

**Conclusion**

TEC Installations Ltd is committed to protecting all personal and sensitive data in our possession through a combination of secure storage, strict access controls, and compliance with data protection standards. Regular reviews of our data handling practices ensure ongoing security and compliance.