



# Individual Information Rights Policy 2024

## 1. Overview

- 1.1 The group and group company's reputation and future growth are dependent on the way the company manages and protects Personal Data. All individuals have rights over their Personal Data and the company recognises the importance of having an effective policy in place to allow individuals to exercise those rights clearly and easily for them. The company has therefore implemented this Individual Information Rights Policy to ensure all company personnel, visitors and contractors are aware of what rights individuals have over their personal data and how the company makes sure those rights can be exercised.
- 1.2 This policy is made available to all company personnel, visitors and contractors via the company website. This policy does not form part of any company personnel's contract of employment and the company reserves the right to change this policy at any time. All company personnel are obliged to comply with this Policy at all times.

## 2. About this policy

- 2.1 The company's data protection policy and privacy notices set out the types of personal data that the company may be required to handle, as well as the company's legal purposes for doing so, and it sets out how the company complies with its obligations under data protection laws.
- 2.2 This policy explains how the company complies with its legal obligations to allow individuals to exercise their rights over their personal data.

## 3. Scope

- 3.1 This Policy applies to all company personnel who collect and/or use personal data relating to individuals. It applies to all personal data stored electronically, in paper form, or otherwise.

## 4. Definitions

- 4.1. **Company** – Emerge Global and Group Companies, Sea Space International Forwarders Ltd, Berser International Cargo Ltd, Easy Corp (UK) Ltd, Speed Welshpool Ltd and Thaw Logistics Ltd.
- 4.2. **Company personnel** – Any Company employee or contractor who has been authorised to access any of our Personal Data and will include employees, consultants, contractors, and temporary personnel hired to work on behalf of the company.
- 4.3. **Data protection laws** – The General Data Protection Regulation (Regulation (EU) 2016/679) (now called UK GDPR under the Data Protection Act 2018) and all applicable

laws relating to the collection and use of Personal Data and privacy and any applicable codes of practice issued by a regulator including in the UK.

- 4.4. **Data protection officer** – The Data Privacy Officer (DPO) is Richard Harris, and can be contacted at: [info@emergeglobal.co.uk](mailto:info@emergeglobal.co.uk) or phone on 01782 378752.
- 4.5. **ICO** – the Information Commissioner’s Office, the UK’s data protection regulator.
- 4.6. **Personal data** – Any information about an individual which identifies them or allows them to be identified in conjunction with other information that is held. Personal data is defined very broadly and covers both ordinary personal data from personal contact details and business contact details to special categories of personal data such as trade union membership, genetic data, and religious beliefs. It also covers information that allows an individual to be identified indirectly for example an identification number, location data or an online identifier.
- 4.7. **Processing** – Any collection, use of storage of personal data whether on the company’s information security systems or in paper form.
- 4.8. **Special Categories of Personal Data** - Personal data that reveals a person’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data (i.e. information about their inherited or acquired genetic characteristics), biometric data (i.e. information about their physical, physiological or behavioural characteristics such as facial images and fingerprints), physical or mental health, sexual life or sexual orientation and criminal record.

## 5. Company Personnel’s Obligations

- 5.1. This policy sets out the rights that individuals have over their personal data under data protection laws. If a member of the company personnel receives a request from an individual to exercise any of the rights set out in this policy, that member of the company personnel must:
  - 5.1.1. inform the DPO as soon as possible and, in any event, within 24 hours of receiving the request;
  - 5.1.2. tell the DPO what the request consists of, who has sent the request and provide the Data Protection Officer with a copy of the request;
  - 5.1.3. not make any attempt to deal with, or respond to, the request without authorisation from the DPO.

## 6. What rights do individuals have over their personal data?

### 6.1. Right of access (subject access requests)

- 6.1.1. Individuals have the right to ask the company to confirm the personal data about them that the company is holding, and to have copies of that personal data (commonly known as a **Subject Access Request** or **SAR**) along with the following information:
  - 6.1.1.1. the purposes that the company has their personal data for;
  - 6.1.1.2. the categories of personal data about them that the company has;
  - 6.1.1.3. the recipients or categories of recipients that their personal data has been or will be disclosed to;
  - 6.1.1.4. how long the company will keep their personal data;
  - 6.1.1.5. that they have the right to request that the company corrects any inaccuracies in their personal data or deletes their personal data (in certain circumstances, please see below for further information); or restrict the uses the company is making of their personal data (in certain circumstances, please see below for further information); or to object to the uses the company is making of their personal data (in certain circumstances, please see below for further information);
  - 6.1.1.6. that they have the right to complain to the ICO if they are unhappy about how the company has dealt with this request or in general about the way the company is handling their personal data;
  - 6.1.1.7. where the personal data was not collected from them, where the company got it from; and
  - 6.1.1.8. the existence of automated decision-making, including profiling (if applicable).
- 6.1.2. The company is not entitled to charge individuals for complying with this request. However, if the individual would like a further copy of the information requested, the company can charge a reasonable fee based on its administrative costs of making the further copy.
- 6.1.3. There are no formality requirements to making a SAR and it does not have to refer to data protection law or use the words subject access request or SAR. The company will monitor its incoming communications, including post, email, its website and social media pages to ensure that the company can recognise a SAR when it receives it.
- 6.1.4. The company is required to respond to a SAR within one month from the date the company receives it. If the SAR is complex or there are multiple requests at once, the company may extend this period by two further months provided that the company tells the individual who has made the SAR about the delay and the company's reasons for the delay within the first month. The company may ask you to be specific in your request if this is the case then the month period in which

we have to provide your information will stop until you respond to our request for specificity.

- 6.1.5. The DPO will reach a decision as to the complexity of the SAR and whether the company is entitled to extend the deadline for responding.

## 6.2. Right to rectification

- 6.2.1. Individuals have the right to ask the company to correct any personal data about them that the company is holding that is incorrect. The company is then obliged to correct that personal data within one month (or two months if the request is complex).
- 6.2.2. Where the individual tells the company their personal data is incomplete, the company is obliged to complete it if the individual asks the company to do so. This may mean adding a supplementary statement to their personal file for example.
- 6.2.3. If the company has disclosed the individual's inaccurate personal data to any third parties, the company is required to tell the individual who those third parties are and to inform the third parties of the correction where the company can.
- 6.2.4. When an individual asks the company to correct their personal data, the company is required to do so and to confirm this in writing to the individual within one month of them making the request.

## 6.3. Right to erasure (right to be forgotten)

- 6.3.1. Individuals have the right to ask the company to delete the personal data the company has about them in certain circumstances, but this right is limited in scope and does not apply to every individual. The right to be forgotten applies when:
  - 6.3.1.1. the personal data is no longer necessary for the purpose the company collected it for;
  - 6.3.1.2. the individual withdraws consent, and the company has no other legal basis to use their personal data;
  - 6.3.1.3. the individual objects to the company's processing and there is no overriding legitimate interest for continuing the processing;
  - 6.3.1.4. the personal data was unlawfully processed; and/or
  - 6.3.1.5. the personal data has to be erased to comply with a legal obligation.
- 6.3.2. If the company has disclosed the individual's deleted personal data to any third parties, the company is required to tell the individual who those third parties are and to inform the third parties to delete the personal data where the company can.
- 6.3.3. When an individual asks the company to delete their personal data, the company is required to do so and to inform the individual in writing within one month of them making the request that this has been done.

#### **6.4. Right to restrict processing**

- 6.4.1. Individuals have the right to “block” or “suppress” the company’s processing of their personal data when:
  - 6.4.1.1. they contest the accuracy of the personal data, for a period enabling the company to verify the accuracy of the personal data;
  - 6.4.1.2. the processing is unlawful and the individual opposes the deletion of the personal data and requests restriction instead;
  - 6.4.1.3. the company no longer needs the personal data for the purposes the company collected it for, but the company is required by the individual to keep the personal data for the establishment, exercise or defence of legal claims;
  - 6.4.1.4. the individual has objected to the company’s legitimate interests, for a period enabling the company to verify whether its legitimate interests override their interests.
- 6.4.2. If the company has disclosed the individual’s restricted personal data to any third parties, the company is required to tell the individual who those third parties are and to inform the third parties about the restriction where the company can.
- 6.4.3. When an individual asks the company to restrict its processing of their personal data, the company is required to do so and to confirm to the individual in writing within one month of them making the request that this has been done.

#### **6.5. Right to data portability**

- 6.5.1. Individuals have the right to obtain from the company a copy of their own personal data in a structured, commonly used and machine-readable format (such as CSV files). The aim of this right is to facilitate the ability of individuals to move, copy or transmit their personal data easily from one IT environment to another.
- 6.5.2. The right to data portability only applies when:
  - 6.5.2.1. the individual provided the company with the personal data;
  - 6.5.2.2. the processing the company is carrying out is based on the individual’s consent or is necessary for the performance of a contract; and
  - 6.5.2.3. the processing is carried out by automated means.
- 6.5.3. This means that the right to data portability does not apply to personal data the company is processing on another legal basis, such as its legitimate interests.
- 6.5.4. The company is obliged to provide this information free of charge within one month of the individual making the request (or two months where the request is complex provided that the company explains to the individual why it needs more time).

- 6.5.5. The individual also has the right to ask the company to transmit the personal data directly to another organisation if this is technically possible.

## 6.6. Right to object

- 6.6.1. Individuals have the right to object to the company's processing of their personal data where:
  - 6.6.1.1. the company's processing is based on its legitimate interests or the performance of a task in the public interest and the individual has grounds relating to his or her particular situation on which to object;
  - 6.6.1.2. the company is carrying out direct marketing to the individual; and/or
  - 6.6.1.3. the company's processing is for the purpose of scientific/historical research and statistics and the individual has grounds relating to his or her particular situation on which to object.
- 6.6.2. If an individual has grounds to object to the company's legitimate interests, the company must stop processing their personal data unless the company has compelling legitimate grounds for the processing which override the interests of the individual, or where the processing is for the establishment, exercise or defence of legal claims.
- 6.6.3. If an individual objects to direct marketing, the company must stop processing their personal data for these purposes as soon as the company receives the request. The company cannot refuse their request for any reason and cannot charge them for complying with it.
- 6.6.4. Before the end of one month from the date the company gets the request, the company must notify the individual in writing that the company has complied or intends to comply with their objections or that the company is not complying and the reasons why.

## 6.7. Rights in relation to automated decision making

- 6.7.1 The company does not currently use any automated decision-making processes.

## 7. Exercising rights in this policy

- 7.1 If a member of staff, customer, contractor or visitor wants to exercise any of the above rights. They must submit their request in writing to [info@emergeglobal.co.uk](mailto:info@emergeglobal.co.uk) . The requester must be clear on the right they are trying to exercise under the sections above. The request will be responded to by company within 1 month of the request. Should the request be complex company may advise of a delay in supplying or responding to such requests.