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Professional Pack

Sample Document Pack — 10 documents

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Sample Business Ltd — London, UK

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Documents in this pack

1. Privacy Policy
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Privacy Policy

Sample Business Ltd — Generated by Comply Sorted — This is a sample document

1. Who we are

Sample Business Ltd (“we”, “us”, “our”) is registered in England and Wales. We are the data controller for the personal data we collect about you.

Contact: privacy@samplebusiness.co.uk

2. What data we collect

We collect the following categories of personal data:

- Name, email address, and phone number (when you contact us or make a booking)
- Payment details (processed securely via our payment provider)
- Usage data and cookies from our website
- Business information where relevant to our services

3. Legal basis for processing

We process your personal data on the following legal bases under Article 6 UK GDPR:

- **Contract:** To fulfil orders and service agreements
- **Legitimate interests:** For customer communications and improving our services
- **Legal obligation:** Where required by law (e.g. financial records)
- **Consent:** For marketing communications (where you have opted in)

4. How long we keep your data

We retain personal data for no longer than necessary. Customer records are retained for 7 years for financial compliance. Marketing data is retained until you withdraw consent.

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5. Your rights

Under UK GDPR, you have the right to: access your data, correct inaccuracies, request erasure, object to processing, and data portability. Contact us at the address above to exercise any right. You may also complain to the ICO at ico.org.uk.

6. Third-party sharing

We do not sell your data. We share data only with: payment processors, our email provider, and where required by law.

7. International transfers

Where data is transferred outside the UK, we ensure appropriate safeguards are in place, including standard contractual clauses or adequacy decisions.

8. Changes to this policy

We may update this policy from time to time. The current version is always available on our website.

Last updated: May 2026 — Compliant with UK GDPR, DPA 2018, and DUAA 2025

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Data Protection Policy

Sample Business Ltd — Internal policy document — This is a sample document

1. Policy statement

Sample Business Ltd is committed to protecting the personal data of its customers, employees, and business contacts. This policy sets out our obligations and procedures under the UK GDPR and the Data Protection Act 2018.

2. Scope

This policy applies to all staff, contractors, and volunteers who handle personal data on behalf of the business.

3. The seven principles of UK GDPR

All personal data we process must be:

- **Lawful, fair, and transparent** — we have a legal basis for all processing
- **Purpose limited** — collected for specified, explicit, and legitimate purposes
- **Data minimised** — only what is necessary for the stated purpose
- **Accurate** — kept up to date; inaccuracies corrected without delay
- **Storage limited** — not kept longer than necessary
- **Secure** — protected against unauthorised access, loss, or damage
- **Accountable** — we can demonstrate compliance with all the above

4. Staff responsibilities

All staff must: handle personal data in accordance with this policy, complete data protection training, report any suspected breach to the designated data protection lead immediately, and not share personal data without authorisation.

5. Data subject rights

We respond to all data subject requests within one calendar month. Requests should be directed to our data protection lead.

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6. Data breach procedure

Any suspected breach must be reported to the data protection lead within 24 hours. We will assess severity and notify the ICO within 72 hours where required.

Review date: May 2027 — Policy owner: Management

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Data Retention Policy

Sample Business Ltd — Internal policy document — This is a sample document

1. Purpose

This policy sets out how long Sample Business Ltd retains different categories of personal and business data, and the procedures for securely deleting data when retention periods expire.

2. Retention schedule

Customer data

- Customer contact details: 3 years after last transaction
- Purchase records: 7 years (HMRC requirement)
- Marketing consent records: Until consent is withdrawn + 1 year

Employee data

- Payroll records: 7 years after employment ends
- Recruitment records (unsuccessful applicants): 6 months
- Accident records: 3 years from date of incident

Financial and legal

- Accounting records: 7 years
- Contracts: Duration + 7 years
- Insurance records: Duration of policy + 7 years

3. Deletion procedure

Data is deleted by: secure deletion of digital files, destruction of physical documents using a cross-cut shredder, and removal from all backups at next scheduled backup cycle.

4. Review

This schedule is reviewed annually or when legislation changes.

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Health & Safety Policy

Sample Business Ltd — This is a sample document

Statement of Intent

Sample Business Ltd is committed to ensuring the health, safety, and welfare of all employees, contractors, and visitors. We will take all reasonable steps to meet our obligations under the Health and Safety at Work Act 1974 and associated regulations.

Signed: [Director Name] — Date: May 2026

Organisation — Responsibilities

Director / Owner

- Overall responsibility for health and safety compliance
- Ensuring adequate resources are available
- Reviewing this policy annually

All employees

- Taking reasonable care of their own health and safety
- Reporting hazards, accidents, and near misses
- Following all health and safety procedures
- Using equipment safely and as trained

Arrangements

Risk assessment

We carry out and document risk assessments for all significant workplace hazards. Risk assessments are reviewed annually and after any incident.

First aid

A first aid kit is maintained on the premises. The designated first aider is: [Name]. The kit is inspected monthly.

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Fire safety

A fire risk assessment has been completed. Fire exits are clearly marked and kept clear. Fire drills are conducted annually.

Accidents and near misses

All accidents are recorded in the accident book. Incidents meeting RIDDOR thresholds are reported to the HSE.

Review date: May 2027 — Compliant with HSWA 1974, Management of H&S at Work Regulations 1999

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Risk Assessment

Sample Business Ltd — General Workplace Risk Assessment — This is a sample document

Date: May 2026 — Assessor: [Name] — Review date: May 2027

Step 1: Hazards identified

- Slips, trips, and falls (wet floors, trailing cables, uneven surfaces)
- Manual handling (lifting equipment, stock, furniture)
- Electrical hazards (faulty equipment, overloaded sockets)
- Fire (blocked exits, combustible materials)
- Stress and fatigue (workload, lone working)
- Violence and aggression from customers or members of the public

Step 2: Who might be harmed

Employees, including part-time and temporary staff; contractors; customers and visitors; delivery personnel; cleaning staff.

Step 3: Existing controls and additional action required

Slips and trips

Existing controls: Regular housekeeping, wet floor signs, non-slip mats at entrances.

Additional action: Quarterly inspection of flooring. Cable management reviewed.

Manual handling

Existing controls: Staff trained in safe lifting. Mechanical aids available where appropriate.

Additional action: Refresh training annually. Review weights of items regularly moved.

Electrical safety

Existing controls: PAT testing completed annually. Visual inspections by staff.

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Additional action: Faulty equipment tagged out of service immediately.

Step 4: Risk ratings

Likelihood (1-5) × Severity (1-5) = Risk score. Scores above 12 require immediate action.

Step 5: Review

This assessment will be reviewed annually, after any significant change to the workplace, and following any accident or near miss.

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Employee Privacy Notice

Sample Business Ltd — This is a sample document

Why we issue this notice

Under the UK GDPR, we must tell you what personal data we hold about you as an employee, why we hold it, and what your rights are. This notice applies to all employees, workers, and contractors.

What data we hold

- Contact details: name, address, email, phone number, next of kin
- Employment records: contract, job title, salary, working hours
- Payroll and banking details for payment
- Performance and disciplinary records
- Training records and qualifications
- Sickness absence records
- CCTV footage where cameras are in operation

Why we hold it and our legal basis

- **Contract:** To fulfil our employment obligations to you
- **Legal obligation:** PAYE, right to work checks, RIDDOR reporting
- **Legitimate interests:** Managing performance, maintaining security

Who we share it with

We share employee data only with: HMRC, our payroll provider, pension providers, and where legally required (e.g. DWP, courts).

How long we keep it

Payroll records: 7 years after employment ends. Personnel files: 7 years. Recruitment records for unsuccessful applicants: 6 months.

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Your rights

You have the right to access, correct, and in some circumstances erase your personal data. Contact your manager or HR to exercise your rights. You may also raise concerns with the ICO.

Issued: May 2026

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Cookie Policy

Sample Business Ltd — This is a sample document

What are cookies?

Cookies are small text files stored on your device when you visit a website. They allow the site to recognise your browser and remember certain information about your preferences or previous visits.

Cookies we use

Strictly necessary cookies

These are required for our website to function. They cannot be disabled. Examples: session cookies, shopping basket cookies, security tokens.

Analytics cookies

We use Google Analytics to understand how visitors use our site. This sets cookies including _ga and _gid. Data is anonymised. You may opt out via browser settings or Google’s opt-out tool.

Marketing and advertising cookies

Where you have consented, we may use cookies from advertising platforms including Google Ads and Meta. These track website visits to show relevant adverts.

Functional cookies

These remember your preferences (e.g. language, region) to improve your experience.

Managing cookies

You can manage or delete cookies through your browser settings. Disabling cookies may affect the functionality of our website. You can withdraw consent at any time via our cookie settings banner.

Updates to this policy

We review this policy annually and when we introduce new cookies.

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Last updated: May 2026 — Compliant with PECR and UK GDPR

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CCTV Policy

Sample Business Ltd — This is a sample document

Purpose of CCTV

Sample Business Ltd operates a CCTV system at its premises for the purposes of: crime prevention and detection, health and safety monitoring, and protecting the security of staff, customers, and property.

Legal basis

The operation of our CCTV system is lawful under Article 6(1)(f) UK GDPR (legitimate interests). We have conducted a legitimate interests assessment. CCTV signs are displayed at all entrances and camera locations.

Camera locations

Cameras are positioned at: main entrance, rear entrance, and sales floor. No cameras are positioned in areas where individuals have a reasonable expectation of privacy (toilets, changing rooms).

Retention of footage

CCTV footage is retained for 30 days and then automatically overwritten, unless required for an ongoing investigation or legal matter.

Access to footage

Access to CCTV footage is restricted to: the business owner and nominated manager. Footage will not be shared with third parties except: law enforcement where legally required, or in response to a valid Subject Access Request.

Subject Access Requests

Individuals have the right to request footage in which they appear within 30 days of its recording. Requests must be made in writing and may require proof of identity.

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Data security

The CCTV system is password-protected. Access credentials are not shared. The system is reviewed for security vulnerabilities annually.

Review date: May 2027 — ICO CCTV Code of Practice compliant

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Data Breach Response Procedure

Sample Business Ltd — This is a sample document

What is a data breach?

A personal data breach is a security incident that leads to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data. This includes: lost or stolen devices, emails sent to wrong recipients, hacking, and accidental deletion.

Step 1: Contain the breach

Immediately upon discovery: isolate the affected system, change passwords if credentials are compromised, retrieve any misdirected documents, and stop the breach spreading where possible.

Step 2: Report internally

Report to the data protection lead within **24 hours** of discovery. Provide: what happened, what data was affected, how many individuals, and steps already taken.

Step 3: Assess the risk

Evaluate: likelihood of harm to affected individuals, sensitivity of data involved, number of individuals affected, and reversibility.

Step 4: Notify the ICO (if required)

If the breach is likely to result in a risk to individuals' rights and freedoms, notify the ICO within **72 hours** of becoming aware. Report via ico.org.uk/report-a-breach.

Step 5: Notify affected individuals (if required)

Where the breach is likely to result in a high risk to individuals, notify them without undue delay. The notification must explain: what happened, what data was involved, likely consequences, and steps taken.

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Step 6: Document everything

Record all breaches in the breach log, regardless of severity. Include: nature of breach, categories of data, number of individuals, consequences, and remedial actions taken.

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Subject Access Request Procedure

Sample Business Ltd — This is a sample document

What is a Subject Access Request?

Under Article 15 UK GDPR, individuals have the right to obtain a copy of their personal data and information about how it is used. This is a Subject Access Request (SAR). We must respond within **one calendar month**.

Receiving a request

A SAR can be made verbally or in writing. All staff must recognise a SAR and forward it to the data protection lead within 24 hours of receipt. Log the date received — the one-month clock starts immediately.

Verifying identity

We may ask for proof of identity before processing the request. This must be proportionate — we cannot request more information than necessary to confirm identity.

Searching for data

Conduct a systematic search of: email systems, CRM and customer databases, physical files, accounting software, CCTV systems, and any other relevant systems.

Responding

Provide: a copy of all personal data held, the purpose of processing, legal basis, retention periods, third parties data is shared with, and information about data subject rights.

Response must be provided free of charge in electronic format unless otherwise requested.

Exemptions

Some data may be exempt, including: data about third parties, legally privileged documents, and data held for crime prevention purposes. Seek advice before withholding any information.

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Extensions

If the request is complex or numerous, we may extend by a further two months. Inform the requester within the first month and explain why.

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