



Arkay Building Services Ltd

PRIVACY POLICY

Scope of Policy

This policy applies to the processing of personal data in manual and electronic records kept by the Company. It also covers the Company's response to any data breach and other rights under the General Data Protection Regulation.

The Company is aware of its obligations under the General Data Protection Regulation (GDPR) and domestic data protection legislation, and is committed to processing your data securely and transparently. This privacy notice sets out, in line with current data protection obligations, the types of data that we hold on you collected through our online and offline data collection activities, including personal data through our various channels such as websites and third party social networks.

Data controller details

The Company is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows: Arkay Building Services Ltd, Unit E Concept Court, Shearway Business Park, Shearway Road, Folkestone, Kent, CT19 4RG.

Data protection principles

In relation to your personal data, we will:

- process it fairly, lawfully and in a clear, transparent way
- collect your data only for reasons that we find proper
- keep your data for only as long as we need it
- process it in a way that ensures it will not be used for anything that you are not aware of or have not consented to (as appropriate), lost or destroyed.

Types of data we process

"Personal data" is information that relates to an identifiable person who can be directly or indirectly identified from that information, for example, a person's name, identification number, location, online identifier. It can also include pseudonymised data.

How we collect your data

We collect data about you in a variety of ways such as Arkay Building Services website "Contact" form, where we request your name and email address to be able to respond to you, direct emails to our info@arkaybuilding.co.uk email address and third party social media networks.

Why we process your data

The law on data protection allows us to process your data for certain reasons only:

- in order to carry out legally required duties
- in order for us to carry out our legitimate interests
- to protect your interests and
- where something is done in the public interest
- where we have obtained your consent.

All of the processing carried out by us falls into one of the permitted reasons. Generally, we will rely on the first three reasons set out above to process your data. For example, we need to collect your personal data in order to:

- contact you regarding a query you have made

"Data processing" is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

We do not need your consent if we use special categories of personal data in order to carry out our legal obligations or exercise specific rights under employment law. However, we may ask for your consent to allow us to process certain particularly sensitive data. If this occurs, you will be made fully aware of the reasons for the processing. As with all cases of seeking consent from you, you will have full control over your decision to give or withhold consent and there will be no consequences where consent is withheld. Consent, once given, may be withdrawn at any time. There will be no consequences where consent is withdrawn.

Sharing your data

Your data will be shared with staff members within the Company where it is necessary for them to undertake their duties.

We may also share your data with third parties as part of a Company sale or restructure, or for other reasons to comply with a legal obligation upon us. We do not share your data with bodies outside of the European Economic Area.

Protecting your data

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented the following to guard against such loss:

- all paper records are stored in a lockable cabinet to which only authorised employees have access
- all electronic records are saved to the secure internal Company server
- where we share your data with third parties, we ensure that your data are held securely and in line with current data protection requirements.

In line with data protection principles, we only keep your data for as long as we need it for. Retention periods can vary depending on why we need your data. Further information can be obtained from the Office Manager via info@arkaybuilding.co.uk or phoning 01303 813059.

Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- the right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice.
- the right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request to the Office Manager via info@arkaybuilding.co.uk or phoning 01303 813059.
- the right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it.
- the right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it.
- the right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- the right to portability. You may transfer the data that we hold on you for your own purposes
- the right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests.
- the right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in way that adversely affects your legal rights.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to exercise any of the rights explained above, please contact the Office Manager via info@arkaybuilding.co.uk or phoning 01303 813059.

Data protection principles

All personal data obtained and held by the Company will:

- be processed fairly, lawfully and in a transparent manner
- be collected for specific, explicit, and legitimate purposes
- be adequate, relevant and limited to what is necessary for the purposes of processing
- be kept accurate and up to date. Every reasonable effort will be made to ensure that inaccurate data is rectified or erased without delay
- not be kept for longer than is necessary for its given purpose
- be processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- comply with the relevant GDPR procedures for international transferring of personal data.

The right to have information deleted

You have the right to have your data deleted and removed from our systems where there is no compelling business reason for the Company to continue to process it.

You have a right to have your data deleted in the following circumstances:

- where the personal data is no longer necessary in relation to the purpose for which the Company originally collected or processed it
- where you have withdrawn your consent to the continued processing of the data and there is no other lawful basis for the Company to continue processing the data
- where you object to the processing and the Company has no overriding legitimate interest to continue the processing
- the personal data has been unlawfully processed
- the personal data has to be deleted due to a legal obligation.

If you wish to make a request for data deletion, you should complete the Data Deletion Request form which is available from the Office Manager via info@arkaybuilding.co.uk or 01303 813059

Upon receipt of a request, the Company will delete the data unless it is processed for one of the following reasons:

- to exercise the rights of freedom of expression and information
- for the Company to comply with a legal requirement
- the performance of a task carried out in the public interest or exercise of official authority
- for public health purposes in the public interest
- archiving purposes in the public interest, scientific historical research or statistical purposes or
- the defence of legal claims.

Where your request is not complied with because of the one of the above reasons, you will be informed of the reason. Where your request is to be complied with, you will be informed when the data has been deleted.

Where the data which is to be deleted has been shared with third parties, the Company will inform those third parties where this is possible. However, where this notification will cause a disproportionate effect on the Company, this notification may not be carried out.

The use of protective and pre-emptive safety features

We use CCTV on various sites, primarily construction sites and offices, for the safety of and prevention of any crimes committed against our staff, our customers, our equipment and our properties, not for other monitoring purposes.

In the event of any criminal investigations, we may be required by law, to share the data captured with the relevant authorities.

Making a complaint

The supervisory authority in the UK for data protection matters is the Information Commissioner's Office (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.