

## Privacy Policy (March 2020)

Active Construction Services trading as Active Building Control (the Company) is committed to protecting the privacy of your personal information. For the purpose of applicable data protection law, including the Data Protection Act 1998 and, from its entry into force on 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/679) (together, DP Law), the Company is the data controller.

This Privacy Notice explains how we collect, use and disclose personal information about you when you contact us for a quotation, make an application or visit our website and when you contact us, whether by e-mail, post or telephone using the contact options on the site. If you have any questions regarding our Privacy Notice, please contact us at the address on the Contact Us page of this site.

What type of personal information do we collect?

The personal information we collect from you is used primarily to enable us to provide the specific service you require and for statutory reasons.

Personal information can include the following:

- your title, forename and surname;
- your personal or work related (depending on which you choose to submit) e-mail address;
- your personal or work-related contact details (depending on which you choose to submit) such as your telephone number(s) and postal address;
- your bank details, including your bank name and address, sort code, account number;
- your contact and marketing preferences;
- information necessary for legal compliance;

This information will be collected primarily from you as information voluntarily provided to us, but we may also collect it, where lawful to do so, from persons appointed by you (such as an architect, agent or builder) to enable us to provide the service.

The legal basis for our use and other processing of your personal information under DP Law

This will include (as relevant):

- processing your personal information so that we may perform our obligations under a contract with you (“Your Contract”);
- processing for legitimate interests provided these are not overridden by your interests and fundamental rights and freedoms (this includes our own legitimate interests). For example, this is relevant when we use and process your personal data to deal with our legal and regulatory and internal governance obligations; and in addition/together with the processing condition described above (“Legitimate Interests”),
- processing which is necessary for compliance with our legal obligations laid down by European Union law (where relevant) and by English Laws applicable to us in the United Kingdom (“Our Legal Obligations”).
- Your consent may also be a lawful reason for processing your personal data in certain cases (“Your Consent”). This means your freely given, specific, informed and unambiguous consent which may be collected from you, for instance: when you agree to receive marketing communications from us or when you agree to take part in surveys or market research (as relevant). You should be aware that you are entitled under DP Law to withdraw your consent where you have given it to us at any time. If you do this and if there is no alternative lawful reason for us to rely on to justify our use or other processing of your personal data, this may affect our ability to provide you with some of our services.

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In summary, we need certain categories of personal data in order to provide you with our services. Certain other personal data is processed for our Legitimate Interests in cases where this does not result in prejudice to you. Certain other personal data is processed based on your consent.

### How we use your personal information

We have explained below the purposes for which we may use information about you. As with the section above, we have explained why we use your information with reference to the relevant legal basis. Presenting the information in this way will make it easier for you to understand your rights in relation to your personal information, and this is explained further below in the sections headed “Your rights to access your personal information” and “Your rights under DP Law”:

We may use your personal information for the following legitimate interests:

- to respond and/or deal with your request or enquiry;
- to enable us to provide you with a quotation;
- once appointed, to enable us to complete the necessary statutory requirements relating to the service
- for internal record keeping;
- to contact you directly by e-mail or phone for any of the above reasons;
- Your Contract - to perform any contract the Company has with you;
- Subject to your consent where required under applicable laws, to carry out direct marketing and/or e-mail marketing;
- Our Legal Obligations - monitoring and recording of telephone calls and email communications where necessary for compliance with regulatory rules or self-regulatory practices or procedures relevant to our business, to prevent or detect crime, for quality, training and security purposes; and for compliance with our legal, regulatory and other good governance obligations.

This list is not intended to be exhaustive and may be updated from time to time as business needs and legal requirements dictate. Some of the personal information that we maintain will be kept in paper files, while other personal information will be included in computerised files and electronic databases.

### How long do we keep your personal information for (and the criteria used to determine this)?

Your personal data will not be kept for longer than is necessary to fulfil the specific purposes outlined in this Notice and to allow us to comply with our legal requirements.

The criteria we use to determine data retention periods include the following:

- Retention in accordance with legal and regulatory requirements. We are required to retain information relating to Building Regulations applications for at least 15 years. We will consider whether we need to retain your personal data after this period because of a legal or regulatory requirement. Some or all of these criteria may be relevant to retention of your personal data collected in connection with our products and services.
- Please note that certain personal information has to be provided to the relevant local authority for entry onto their public register or fire authority for statutory consultation purposes. You should contact the local or fire authority in question should you have any queries about their data control policies.

If you would like further information about our data retention practices please contact us.

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Does the Company share my personal information with third parties?

Your personal information will be made available for the purposes mentioned above (or as otherwise notified to you from time to time), on a 'need-to-know' basis and only to relevant local and fire authorities and other corporate staff who properly need to know these details for their functions within the Company.

Your personal information will not be made available to third parties for any reason other than statutory requirements, and in the following circumstances: -

- We may disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law and for tax or other purposes.
- Personal information may also be released to external parties in response to legal process, and when required to comply with laws, or to enforce our agreements, corporate policies, and terms of use, or to protect the rights, property or safety of the Company, our employees, agents, customers, and others, as well as to parties to whom you authorise the Company to release your personal information.

We will not sell your personal information to any third party.

### Managing your marketing preferences

We may wish to provide you with information about our services, promotions and offers, which may be of interest to you. We may also invite you to take part in market research or request feedback on our products and services. This communication may occur by e-mail or post. We will seek your consent for this where necessary under DP Law. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data and if you do not wish to consent then please do pay attention to the marketing consent check boxes.

You also have the right to ask us not to process your personal data for marketing purposes at any time. This means you can change your mind about receiving marketing communications from us when you have previously consented to this. You can opt-out of receiving such communications by emailing us at any time.

Please note that marketing communications are not the same as "information only" communications and that consents are not usually required in order for us to communicate with you about the products or services you have enquired about or have signed up to, using contact details you have provided for this purpose.

### Your rights to access your personal information

You have a number of other rights in respect of your personal information under applicable DP Law. To exercise your right to access your personal data please contact us by letter or email ([enquiries@activebc.co.uk](mailto:enquiries@activebc.co.uk))

### Your rights under DP Law

As well as the right to access the personal information we hold about you, you have a number of other rights in respect of your personal information under DP Law. These may include (as relevant):

- the right to access or obtain copies of your personal information that we hold (see above);
- the right to rectification, including to require us to correct inaccurate personal data;
- the right to request restriction of processing concerning you or to object to processing of your personal data;

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- the right to request the erasure of your personal data where it is no longer necessary for us to retain it;
- the right to data portability including to obtain personal data in a commonly used machine-readable format in certain circumstances such as where our processing of it is based on your consent;
- where you have an option whether to provide us with your personal data in connection with any of our products or services, you have the right to be informed about the possible consequences of not giving it to us;
- the right to withdraw your consent to any processing for which you have previously given that consent.

Please be aware that some of these rights will only become relevant when changes to DP Law come into force on 25th May 2018.

Please contact us if you would like to exercise any of your rights explained above in relation to your personal information.

Your right to complain to the data privacy supervisory authority

Without prejudice to any other administrative or judicial remedy you might have, you have the right to lodge a complaint with the UK's Information Commissioner if you consider that we have infringed applicable data privacy laws when processing your personal data. In the UK the Information Commissioner's Office can be contacted using the following link: <https://ico.org.uk/>.

Keeping you informed

We will keep your details on record until we have completely dealt with your request, enquiry or application and then for a reasonable period afterwards, in accordance with data protection and other applicable legislation.

The Company may keep your details on record for as long as is necessary for the purposes set out above and will then endeavour to delete your details in accordance with data protection and other applicable legislation.

Changes to this Notice

We keep this Notice under regular review. We may change this Notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. The date at the top of this Notice will be updated accordingly and we encourage you to check this from time to time for any updates or changes. Where you have provided us with your email address, we may also contact you to let you know that we have updated the Notice. We may also take that opportunity to ask you if you would like to update your marketing preferences.

By using our websites, submitting your personal information to us or interacting with us in other ways, you consent to the use of your personal information as described in this Notice (as amended from time to time).

This Notice does not extend to your use of, provision of data to and collection of data on any website not connected to us to which you may link by using the hypertext links within our websites.

Contact/address details

If you have any questions about this Notice, please contact our office by phone, email or letter using the contact details provided by us or on our website.

