

## Client / Supplier Privacy Policy

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### Revision Table

Revised on	Version #	Description	Approved by
31/10/22	0.0	No Updates Initial Doc	Gary Anderson
08/06/23	1.0	Update Format	Ashley Barber

### Policy brief & purpose

Policy to detail how we use client / customer personal information and how they can exercise their rights with respect to this information.

### Scope

This policy applies to all customers, clients, and suppliers.



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## Policy elements

### Summary

In the course of our dealings with you, we will collect and process personal information about you in order to provide you with the goods and services you request and to administer our relationship between you and our business. This Privacy Notice describes how we will use your personal information and how you can exercise your rights with respect to your personal information.

### Introduction

In this Privacy Notice, references to we, us or our (or words of similar import) means how Holmes Building Contractors processes your personal information and interacts with you.

In this Privacy Notice, references to you mean the person whose personal information (as defined below) we collect, use and process. This includes anyone who contacts us in connection with services we supply or suppliers to our business

We are committed to protecting your privacy. We will use your personal information in accordance with applicable laws and regulations that relate to data protection and privacy (the Regulations).

For the purposes of the General Data Protection Regulations, we are the data controller in respect of your personal information that we collect and process as further described in this Privacy Notice.

As described below, we may share your personal information with other organizations that may receive and process your personal information as a data controller in their own right

We may sometimes due to the nature of a contract or project collect and process information about you, including your name, date of birth, address, contact details (including email address and phone numbers)

This information is referred to in this Privacy Notice as **personal information**.

In particular, we may collect and process the following personal information about you:

- Details about the transactions you carry out with us.
- CCTV footage in which you feature when you visit our premises.
- In the event that you have an accident while on our premises that you bring to our attention, we may record details of that accident and any injury you suffer in the relevant premise's accident log.
- Information contained in records of communications
- Subcontractors details to enable us to gain you controlled entry into a school or a prison.

If you provide us with personal information about another person, you must ensure that before



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you provide us with their personal information, you have their agreement to do so and that they are aware of the ways in which we use personal information as set out in this Privacy Notice.

## How do we use your personal information?

We use your personal information in connection with our business activities. In particular, we may use your personal information in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us
- manage and administer any other arrangements between you and us
- to notify you about changes to our services and to otherwise communicate with you; for example, we will use your contact details in order to respond to any queries that you submit to us
- at or following any purchase or order you make, we may carry out security checks
- to protect against fraudulent transactions and to prevent and detect criminal activity; for example, we may undertake verification checks to identify any discrepancies with your payment details
- to address any claims made against us; for example, we may share details of our accident logs and CCTV footage with our claims handlers and insurers in connection with any claim made or likely to be made against us.

Please note that, even if you choose not to receive this information, we may still use your personal information to provide you with important services communications, including communications in relation to any orders between us and you.

Your personal information may also be used by us in order to comply with any legal obligation (including in connection with a court order), or in order to enforce or apply our Terms and Conditions or other agreements we have with you or to protect our rights, property, safety or that of our customers, employees and third parties.

## How is your personal information /data processed and protected?

Your information will only be processed within the EU.

We have an IT security policy and a signed Data Processing Agreement with our IT provider.

Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

## Access to your personal information

UK data protection legislation gives you the right to access your personal information. To make a subject access request, please contact us using the details below.



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## How to contact us

If you have any questions regarding this Privacy Notice, please feel free to contact us

### Main Office

Holmes Building Contractors Ltd  
Campion House  
Thamesfield Way  
Great Yarmouth  
Norfolk  
NR31 0DN

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If you wish to make a subject access request or to exercise any other rights in relation to your

