

Privacy Policy

Introduction

This Privacy Policy describes how Neilcott Construction Limited collects, uses, and processes personal information in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Neilcott Construction Limited is committed to protecting the privacy and security of your personal information, as such the following Data Protection Principles are followed with regards to personal information held.

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Information We Collect

- **Personal Information:** This may include names, email addresses, contact numbers, and any other information you voluntarily provide.
- **Usage Data:** We collect information on how you interact with our website or services, including IP addresses, browser type, and access times.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to enhance your experience and track user behaviour.

Legal Basis for Processing

We process your personal data on the following legal bases:

- **Consent:** You have given clear consent for us to process your personal data for a specific purpose.
- **Contract:** The processing is necessary for the performance of a contract to which you are a party.
- **Legal Obligation:** The processing is necessary for compliance with a legal obligation.
- **Legitimate Interests:** The processing is necessary for our legitimate interests, provided they are not overridden by your interests or fundamental rights and freedoms.

How We Use Your Information

1. Provide and maintain our services.

2. Improve, personalise, and expand our services.
3. Communicate with you, including updates, promotions, and customer service.
4. Analyse and monitor usage patterns.

Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer associated with the company we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

Information Sharing

We do not sell or disclose your personal information to third parties without your consent, except as required by law or in connection with legal proceedings.

Your Rights

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.
- **Opt out of marketing** communications at any time.

Security

We take reasonable measures to protect your personal information from unauthorised access or disclosure.

International Transfers

If we transfer your data outside the UK or the European Economic Area (EEA), we ensure appropriate safeguards are in place.

Data Retention

We will retain your personal information for as long as necessary for the purposes outlined in this policy.

Complaints

If you have concerns about our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Additional Information

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

- **Right to withdraw consent:** In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Toni Hodson, HR Administrator. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.
- **Data privacy manager:** We have appointed a data privacy manager to oversee compliance with this privacy policy. If you have any questions about this privacy policy or how we handle your personal information, please contact Toni Hodson, HR Administrator. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.
- **Changes to this privacy policy:** We reserve the right to update this privacy policy at any time, and we will provide you with a new privacy policy when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Contact Us

If you have any questions about this Privacy Policy, please contact Toni Hodson, HR Administrator on 01689 832199.