



**Complete  
Building Control Ltd**

36 George Road  
Edgbaston  
Birmingham  
B15 1PL

0121 212 3145 T

info@completebuildingcontrol.co.uk E

www.completebuildingcontrol.co.uk W

# PRIVACY NOTICE FOR CUSTOMERS

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, our customers, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

This notice applies to current and former customers.

## A) DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is 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
- g) we comply with the relevant GDPR procedures for international transferring of personal data

## B) TYPES OF DATA HELD

We keep one category of personal data (being personal name, address, telephone numbers, email addresses and details of the project you have registered with us) on our customers in order to carry out effective and efficient processes. We keep this data in a database file relating to each customer on our computer systems. We do not collect or keep any data relating to you which is described as special categories of data under the GDPR.

## C) COLLECTING YOUR DATA

You provide the personal data to us directly during the commencement and registration of your project with us.



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### D) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. We process your data in order to comply with a legal requirement, being the performance of your contract.

### E) FAILURE TO PROVIDE DATA

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering into a contract with you.

### F) WHO WE SHARE YOUR DATA WITH

We only share your data with our employees and contractors who as necessary to enable us to fulfil your contract. Such employees and contractors have been made aware of the requirements of the GDPR.

We do not share your data with bodies outside of the European Economic Area.

### G) 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 processes to guard against such.

### H) RETENTION PERIODS

We only keep your data for as long as we need it for to comply with legislation and for building projects we are required to hold such records for 15 years after the project has been completed.

### I) AUTOMATED DECISION MAKING

Automated decision making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

### J) YOUR RIGHTS

You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you.
- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure';
- e) the right to restrict the processing of the data;
- f) the right to transfer the data we hold on you to another party. This is also known as 'portability';
- g) the right to object to the inclusion of any information;
- h) the right to regulate any automated decision-making and profiling of personal data.



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### K) CONSENT

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

### L) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

### M) DATA PROTECTION COMPLIANCE

Our appointed compliance officer in respect of our data protection activities is:

Andy Harries

andy@completebuildingcontrol.co.uk  
0121-456-8799  
07584-208-946

