



PRIVACY NOTICE

Introduction

This document forms the Client Privacy Notice of Piling & Foundations Ltd, Springfield, Horton Heath, Wimborne, Dorset BH21 7JR. Piling & Foundations Ltd.

When you use our services, you trust us with personal information. This privacy notice is meant to help you understand what personal data we collect, why we collect it, what we do with it, how we keep your personal data safe and your individual rights over your personal data.

We are strongly committed towards the privacy of sensitive information, acting transparently and meeting our obligations in respect of data protection. Whenever you provide personal information we will treat that information with this Privacy Notice, relevant legislation and best practice.

What information is collected?

We may collect and process the following information while working with our clients:

- Your first name and surname
- Company name, if relevant
- Company address, or contact address, if you are a private homeowner
- Contact details, including email address, mobile & landline telephone numbers
- Project details, including development proposals
- Terms & conditions of your contract
- Details of your project type & sector
- Project purchase order number (where provided)
- Project budgets
- Staffing, equipment & resources spent on a project
- Project email correspondence
- Details of any previous work carried out on your behalf
- Financial details (invoicing address & bank account details for the return of any overpayments)

How is it collected?

Personal information about you may be collected in a variety of ways, such as through verbal means including telephone conversations or written correspondence & email.



Piling & Foundations Ltd does not collect or process specific categories of personal data particularly sensitive information about its clients at any point, such as ethnic origin, sexual orientation or religious/political beliefs.

How will the information be used?

Piling & Foundations Ltd needs to process personal data to communicate with potential clients or to enter into a contract with its clients as part of formal instruction to proceed with our services & to meet our obligations under this contract to deliver those services. For example, we may need to provide you with an appropriate fee proposal as per our terms & conditions; contact you about the progress of your project and make suitable recommendations or use your data for accounting purposes.

In some cases the Company needs to process data to ensure that it is complying with its legal obligations, such as to comply with health & safety laws. In other cases the company has a legitimate interest in processing client data before, during and after the end of the contracting relationship.

Processing client data also allows the company to maintain accurate and up to date client records and contact details, provide effective project management in terms of budget, timescales and client communication; operate and keep a record of project progress and a plan for resourcing, operate and keep a record of project budgets to ensure clients are invoiced accordingly and to provide feedback for the preparation of fee proposals for similar projects in the future, also to keep a record of client feedback and records of unsuccessful fee proposals to assist in improving the services of the company. We shall undertake site specific project risk assessments to ensure we meet our obligations under health and safety law, ensuring effective general business administration and respond to and defend against legal claims.

Where Piling & Foundations Ltd relies on legitimate interests as a reason of processing data, it has considered whether or not these interests are overridden by the rights and freedoms of clients and has concluded they are not.

Personal data maybe required for specific purposes such as in support of planning or building regulations applications where a name & contact details are required. Details may also be passed onto third parties such as contractors and providers of specialist services in the interests of providing a professional and fluent service for projects.

Do I have to provide personal data?

For Piling & Foundations Ltd to deliver its services to you, you are required to enter into a contract with us. You have some obligations under your contractual; agreement with us to provide certain data. You are required to provide relevant and accurate contact details for us to enter into a contract with you, as well as invoicing details for operational use. If you do not provide this information, this will hinder the company's ability to administer any rights and obligations arising as a result of the company/client relationship.

It is in your best interests to provide all relevant information pertaining to the project which is likely to affect the proposed development works and the project outcome. Failing to provide this data may mean that we are unable to fulfil our contractual obligations to you.

Who can access personal data?

We disclose client data for the purposes of operational use with Piling & Foundations Ltd employees including both technical & administration teams.

If necessary the company will share your data with third parties such as solicitors and courts for the purposes of debt collection or with third parties that process data on our behalf such as for the end of year accounting. We will never sell your details to a third party or transfer your data to countries outside the European economic area.

Where is data stored?

Piling & Foundations Ltd has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed to irrelevant third parties and that your data is only accessed and used by employees in the performance of their duties. Electronic client data is stored securely via a secure server and password protected systems. Hardcopy information is locked away when not in operational use. Data is subjected to restricted access as appropriate.

Where the company engages in third parties to process data on its behalf in the course of its business operations, such parties do so on the basis of written instructions, are under the duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data held.

How long is your personal data kept?

Your personal data is held for the duration of your contract with us. The period for which your data is held after the contract is seven years from the last action of contract.

Seven years is considered an adequate time period to store client data related to past projects given the long term nature of planning applications (the majority of planning applications need to be implemented within three years) and any construction operations that may follow thereafter.

Changes to our Client Privacy Notice

We may modify our Client Privacy Notice from time to time at our sole discretion; if so, we will post a revised version of this Client Privacy Notice on our website. We urge you to check this notice regularly to obtain the most up to date copy. Modifications will be effective as soon as they are posted on our website.