

GDPR PRIVACY POLICY FOR CUSTOMERS

Protecting your personal information is extremely important to JT concept building consultancy. The way we collect and share your information is equally important. Our customers expect us to manage the information privately and securely.

This policy tells you how we collect and process your personal information, in accordance with the General Data Protection Regulation (GDPR). We encourage you to read this notice carefully, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

What is personal information?

When we talk about personal information we mean information about an individual that can identify them, like their name, address, email address, telephone number and financial details etc. It can relate to customers, employees, shareholders, business contacts and suppliers. Any reference to 'information' or 'data' in this policy is a reference to personal information about a living individual.

Data Protection Principle:

We will comply with data protection law. This says that the personal information we hold about you must be:

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

Using your information in accordance with data protection laws

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You can remove your consent at any time. You can do this by contacting us. We may provide you with marketing information about our services where you have provided your consent for us to do so. You may opt out for marketing at any time by contacting us.
- (b) We have a contractual obligation. We will process your personal information to carry out our responsibilities resulting from any agreements you have entered into with us and to provide you with that information and services you have passed from us.

What information do we hold?

We will collect, store, and use a variety of categories of personal information about you. Those categories are detailed in the Schedule to this notice. We may also collect, store and use "special categories" of more sensitive personal information, which are also detailed in the Schedule to this notice.

How is your personal information collected?

We collect personal information about you when you contact us. We may sometimes collect additional information from third parties (for example the UK Planning Plan, to provide map of your property.)

How do we use the information?

We use personal information that we hold about you:

- Where we need to perform the contract we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests).
- Where it is needed in the public interest or for official purposes.

We will only use your personal information when the law allows us to and for more detailed please see the Schedule to this policy.

Situations in which we will use your personal information

There are a variety of situations in which we will use the information we collect about you and these are detailed in the Schedule to this notice. Where we use your personal information to pursue the legitimate interests of the business, we will only do so provided your interests and fundamental rights do not override those interests. Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as obtaining planning or building regulation approvals).

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Automated Decision Making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not use this system.

How do we share your information with?

We share personal information with other professional, suppliers and any other parties when needed to provide you with the best service. We also share personal information with local authorities and regulator. We may disclose your information to third parties in the following circumstances:

- We are under a legal, regulatory or professional obligation to do so (for example, in order to comply with anti-money laundering requirements; for planning and building regulation approvals)

- You have consented to us sharing your information in this way
- If we use a third-party service provider to provide services that involve data processing, translation, technology, research, banking and payment, client contact, data entry and processing, litigation support, marketing and security services and other similar services
- In order to investigate or respond to or resolve problems or inquiries or defend our interests (including, but not limited to, professional indemnity insurers, brokers, auditors and other professional advisors).

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Any third parties with whom we might share your personal information and the basis on which we do so are detailed in the Schedule to this notice.

How we store your information?

- All paper copies of personal data should be stored securely in a lockable filing cabinet.
- All electronic copies of personal data should be stored securely on password protected computers / mobile devices.
- All passwords used to protect personal data should be changed regularly and should not use words or phrases that can be easily guessed or otherwise compromised.
- Company laptop and mobile devices are lockdown with finger print access and is password protected.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

How do we intend to destroy or dispose of your data?

- For paper copies: cross cut shredder is used for destruction of unwanted information.
- For electronic copies: secure deletion software is used to overwrite data one or more times. In addition to this a full format can be used to provide further assurance that data cannot be recovered.

How long do we keep your personal information with?

We will keep your personal information in accordance with our internal retention policies. We will determine the length of time we keep it for based on the minimum retention periods required by law or regulation. We will only keep your personal information after this period if there is a legitimate and provable business reason to do so. Details of retention periods for different aspects of your personal information are set out in the Schedule to this notice.

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.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
- **You are not required to pay any charge** for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

What we may need from you

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 any 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 the DPO. 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.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice 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. If you have any questions about this privacy notice, please contact us.

Contact and Complaints

JT Concept Building Consultancy Ltd

Contact: Janice Tsang
 Address: 1 Abbott Close, Easingwold, York, YO61 3QY
 Tel: 01347 238018
 Email: JT-Concept@hotmail.com

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

Information Commissioner's Office

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
 Helpline: 0303 123 1113