



PRIVACY NOTICE

GENERAL DATA PROTECTION REGULATIONS

At Arnold James we take data privacy seriously. This document has been prepared to inform our clients of the personal information we collect, what we do with it, and the individual's rights in relation to their data.

Arnold James (St Albans) Ltd (company no. 0610474) is registered with the ICO (no. ZA437456). Our registered office is located at: 1 Metro Centre, Ronsons Way, St Albans, Herts AL4 9QT.

Our Directors can be contacted by email to buildingservicesengineering@arnoldjames.com for any data privacy queries.

What personal data do we process?

In order to fulfil our contractual requirements, it is necessary to collect and process information including: names, addresses, telephone numbers, email addresses, job titles, payment details, signatures and other task specific information provided to us. Without this we would be unable to deliver requested services.

Legitimate Interests

As a company pursuing commercial activities we may be presented with a range of personal and potentially sensitive information. We may sometimes need to process your data to pursue our legitimate business interests, for example for business development, administrative purposes and the prevention of fraud or reporting serious crimes. We will never process your data where these interests are overridden by your own interests.

Who do we share your information with?

Where it is necessary to support the fulfilment of contractual requirements, we have a legitimate business interest, or are legally obliged to do so personal information may be shared with the following parties:

- Associate professionals and corporate bodies
- Our suppliers (eg payment processing/postal services/communication), to support the delivery of our contractual services and business requirements
- External auditors and certification bodies (eg BESA) who verify the compliance and effectiveness of our management systems
- Professional advisors, including legal and financial services, and any potential business investors
- Regulators and law enforcement agencies, where required to do so

We undertake due diligence assessments to ensure the rights of individuals will not be compromised. Arnold James will never sell your information to marketing agencies.

Your data will be held securely in the UK in line with our policies and procedures.

How long will we hold your data?

Personal data will be retained no longer than is necessary or is contractually/legally required.

We will keep client's information for the length of any contractual relationship you have with us and after a suitable period to audit contractual fulfilment, to make contact for legitimate interests, to evidence legal advice given in the event of any dispute or litigation, and to respond to any regulators.

What are your individual rights?

You have a number of rights with regard to your data, including the right to request access to and rectification/erasure of your personal data, and the right to restrict/object to its processing. If you have provided consent for the processing of your data, you have the right to withdraw consent at any time.

If you believe that we have not complied with legal requirements in regard to your personal data, you have the right to lodge a complaint to the Information Commissioner's Office (www.ico.org.uk).

Should you have any further queries or concerns please do not hesitate to contact our office by email or post.