

# PRIVACY NOTICE

This privacy notice explains how STD Civils Ltd looks after your personal information you give us or that we learn by having you as a customer and the choices you make about marketing communications you agree we may send you.

This notice explains how we do this and tells you about your privacy rights and how the law protects you.

At STD Civils Ltd we take privacy seriously and only use the information we collect to provide our services. We do not share or sell the information collected for any other purpose other than the services listed.

At any time, you may request a copy of information we have recorded about you. You may also request we remove all identifiable information with respect to yourself and or your Company.

As a matter of course, we will delete your identifiable information if you have not undertaken business with us after 2 years.

## **What information we collect about you**

We collect information about you when you book an appointment for a service or estimate. Proceed with a service or apply for a job, whether contact is online, on paper, by email or over the phone.

The information you give us may include your name, address, email address, phone number, mobile number relevant history which may be used to provide an estimate, payment and transaction information and C.V's

For customers under the age of 16 no service will be provided and no information will be kept due to the nature of our service.

## **How information about you will be used**

In law, we are allowed to use personal information, including sharing it outside STD Civils Ltd, only if we have proper reason to do so, for example :



Fulfill a contract with you ie: to provide a service you have requested and to communicate with you about an appointment.

When you consent to it: we will always ask you for your consent to hold and use health and medical information, this will apply for job applications, sub-contractors and direct employees.

**We will therefore share your information with:**

With sub contractors, employees or direct labour to enable them to organise and undergo the service you require.

STD Civils Ltd may undertake marketing in the future.

We will not share your information with any third party without your consent except to help prevent fraud, or if require to do so by law.

**Employment**

Information we collect about the employees, the purpose it is used for and who it will be shared with is set out in our employment contracts.

**Where your information is kept**

Your information is stored within the European Economic Area on secure servers' provider by shortcuts. Any payment transactions are encrypted and are direct to Lloyds Bank or sent in by cheque.

Sending information via the internet is not completely secure, although we will do our best to protect your information and prevent unauthorized access. For transparency, listed are the business services we provide and how each service uses the information we collect.

**STD Civils Ltd related services**

We request the minimum level of personally identifying information to run our business effectively.

This is data you provide us directly, for example, your name and address contact details. We will never obtain information about you indirectly from sources outside our business. We store notes with respect to services we undertake to ensure we maintain and exceed our level of service. For example, how we undertake your works, Water Company consents, application for Section 50 or Section 278 licences.

We consider you have provided consent for us to store personally identifying information and information about you and the service we provided.

### **Appointment confirmations and reminders**

We will contact you via phone and email to confirm appointments booked and remind you of upcoming appointments. We consider your having made the appointment as consent to undertake this activity, but, if you want, you may opt-out at any time.

### **Appointment ratings and reviews**

After we have visited you we may send you an email asking you to rate our services and provide feedback. We consider your agreement and participation in the service as consent to undertake this activity but, if you want, you may opt-out at any time.

### **Marketing**

STD Civils Ltd as a rule does not undertake direct marketing. We will occasionally advertise our services via an advert in a magazine etc.

We use a leading software solution to store our information. These software solutions, store and process data in a location outside our business premises.

For a list of software providers and data storage locations or any other request regarding your General Data please email the following :

[compliance@stdcivils.com](mailto:compliance@stdcivils.com)

The company compliance officer is Mrs Joanna Doody

### **Changes to our privacy notice**

Keep our privacy notice under regular review and we will place any updates on our website.

This privacy notice was last updated on May 2018