

Privacy Policy

DATA PROTECTION ACT

21st Century Building Services Ltd fully supports the requirements of the Data Protection Act and is committed to the protection of personal data belonging to our suppliers, customers and colleagues. We conduct regular audits within the business to ensure ongoing compliance with our policies.

We are aware of our obligations under the General Data Protection Regulations (GDPR) and have adopted a proactive approach to the implementation of the new legislation. This includes reviewing existing and, where appropriate, developing and implementing new policies and procedures to ensure personal data is collected, stored and disposed of in a manner compliant with the requirements of the GDPR.

POLICY CHANGES

We have made some changes to our privacy policy to comply with General Data Protection Regulations (GDPR) which is being introduced on the 25th May 2018.

Please take the time to read our privacy notice carefully as it describes our collection, use, disclosure, retention, and protection of your personal information. This notice applies to any website, application, or service which references this privacy notice. Where you provide us with your personal information in any of the ways described in paragraph 2 below, you agree that we may use it as described in the privacy notice.

1. WHO WE ARE

In this privacy notice “we”, “our” and “21st Century Building Services Ltd” each mean the data controller.

The Data Controller is 21st Century Building Services of Unit E Malago Vale Trading Estate St John’s Lane, Bristol, BS3 5BQ (registration number 4002614)

2. HOW WE COLLECT INFORMATION

We will collect information about you, and any other party whose details you provide to us, when you:

- Complete online forms, applications, complete paper applications, post messages or feedback (online). This may include your name, address, and email address and telephone number. We may also ask you to provide additional information about yourself and your preferences.
- Provide your contact details to us when directly communicating with the business in relation to work enquiries, future opportunities (tenders) etc via email
- Contact us offline, for example, by telephone, SMS, email or post.
- Interact with us by using social media.

We may enhance personal information we collect from you with information we obtain from third parties that are entitled to share that information; for example information from credit agencies, search information providers, or public sources (e.g. for customer due diligence purposes) but in each case as permitted by law.

If you intended to give us personal information about someone else, you must ensure that beforehand you have explicit consent to do so and that you explain to them how we collect, use, disclose, and retain their personal information, or direct them to read our policy notice.

3. HOW WE USE YOUR INFORMATION

We may use your information to:

- Notify you of any important changes to any processes or procedures
- For record keeping purposes
- Identify any future training needs
- Communicate with government agencies, e.g. when undertaking DBS (Disclosure and Barring Service) checks, checking UTR information and registration.
- Your information will only ever be used for legitimate business purposes
- Correspond with Financial Services organisations (with prior consent) such as banks, building societies insurers and payment services advisors.

We may retain information about you after you cease to work with 21st Century Building Services or your application is declined, or if you decide not to go ahead. This information will be held and used for as long as permitted for legal, regulatory, fraud prevention, and legitimate business purposes.

4. SHARING YOUR INFORMATION

We may share your information with:

- Our service providers and agents (including subcontractors) or third parties which process information on our behalf (e.g. payment processing providers) and those organisations that we engage with to help us send communications to you.
- Third parties used to facilitate payment transactions (for example pensions, payroll)
- Regulators to meet 21st Century Building Services Ltd legal and regulatory obligations
- Our own professional advisors and auditors, for the purpose of seeking professional advice or to meet our audit responsibilities.
- Credit reference and fraud prevention agencies
- Any third party in the context of actual or threatened legal proceedings, provided we can do so lawfully (for example, in response to a court order)
- Law enforcement agencies so that they may detect or prevent crime or prosecute offenders.

We may share nonpersonal information about applications with third parties, but this will not include information that can be used to identify you.

We may monitor and record our communications with you, including emails and telephone conversations. Information which we collect may then be used for training purposes, quality assurance and to record details of applications, in order to meet our legal and regulatory obligations.

You may also request at any time that we do not share your information with third parties referred to in this paragraph. If you wish to exercise these rights you can do so by selecting your contact preferences at the point where you provide us with your details on our website, applications, or services or by sending us an email to info@21cbs.co.uk.

5. YOUR INFORMATION

If we hold any information about you which is incorrect, or there are any changes to your details, please let us know so that we can keep our records accurate and up to date. If you would like to update your records or see a copy of the information that we hold about you, you can contact us at 21st Century Building Services Limited, Unit E, Malago Vale Trading Estate, St John's Lane, Bristol, BS3 5BQ or info@21cbs.co.uk

If you withdraw your consent to the use of your personal information for purposes set out in our privacy notice, we may not be able to provide you with access to all or parts of applications and services.

We will retain your personal information for the duration of our business relationship and afterwards for as long as is necessary and relevant for our legitimate business purposes or to comply with applicable laws and regulation. Where we no longer need your personal information we will dispose of it in a secure manner (without notifying you).

6. HOW IS YOUR INFORMATION PROTECTED?

We take protection of your information seriously and have appropriate physical and technological security measures in place to keep it safe. Internally, we restrict access to personal information. Only employees who need the information in order to do their jobs have access to it.

7. SECURITY AND STORAGE OF INFORMATION

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss.

If you believe your details have been compromised, please contact info@21cbs.co.uk