



Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact Details

Construction Safety Solution Ltd
A4b Rowood Estate
Murdock Road
BICESTER
Oxfordshire
OX26 4PP, GB

Tel: 01869220649

Email: info@constructionss.co.uk

What Information We Collect, Use, and Why

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history
- Account information, including registration details
- Technical data, including information about browsers and operating systems

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Client account information
- Health and safety information
- Any other personal information required to comply with legal obligations



- We are registered members with SSiP and therefore carry out supplier assessments, in line with the common assessment standard and the SSiP Member rules and bylaws. This means we need to collect and review training records, induction forms, supplier assessment examples, safe systems of work, insurance etc.

We collect or use the following personal information for **recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Bank details
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Addresses
- Payment details
- Account information
- Purchase or service history
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We collect or use the following personal information to **Process SSIP assessments**:

- Names and contact details
- Health and wellbeing information (held on induction forms)
- Records of meetings and decisions
- Training records.
- Example supplier assessments.

Lawful Bases And Data Protection Rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event, within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our Lawful Bases For The Collection And Use Of Your Data

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- We carry out supplier assessments that are part of our SSiP membership, this involves reviewing some personal information, including induction record information, training records, insurance etc.
- For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for the operation of client or customer accounts:
 - We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’).

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- We carry out supplier assessments that are part of our SSiP membership, this involves reviewing some personal information, including induction record information, training records, insurance etc.
- For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to comply with legal requirements:
 - We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’).

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- We have to comply with UK law regarding an individual’s right to work here. We need personal information such as name, address, bank details, next of kin etc., to allow us to process the individual’s pay and emergency contact details etc.
- For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for recruitment purposes:
 - We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’).

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a complaints procedure we have to follow, which means we need the contact details of the person / company making the complaint.
- For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for dealing with queries, complaints or claims:
 - We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’).

Our lawful bases for collecting or using personal information to **Process SSIP assessments** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We carry out supplier assessments that are part of our SSiP membership, this involves reviewing some personal information, including induction record information, training records, insurance etc.
- For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.
- Recognised legitimate interests - our pre-approved purpose for Processing SSIP assessments:
 - We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’).

Where We Get Personal Information From

- Directly from you
- Regulatory authorities
- Legal bodies or professionals (such as courts or solicitors)
- Publicly available sources
- Previous employment
- Suppliers and service providers

How Long We Keep Information

We will only retain personal information for as long as is needed to undertake any due diligence, the terms of employment and / or as long as is required under UK law / GDPR requirements. All information will be securely destroyed once it is no longer required, or we are requested to do so by the relevant company / individual (in line with UK law / GDPR requirements).

Who We Share Information With



Data Processors:

Wiltshire IT Services

This data processor does the following activities for us: IT services provider.

Studio Moka

This data processor does the following activities for us: IT services provider.

Wenn Townsend Chartered Accountants

This data processor does the following activities for us: Financial services provider.

Safety Schemes in Procurement (SSIP)

This data processor does the following activities for us: Manages the SSIP scheme.

Others We Share Personal Information With

- Professional or legal advisors
- Emergency services
- Regulatory authorities
- External auditors
- Organization's we're legally obliged to share personal information with
- Suppliers and service providers
- Professional consultants
- Third parties:
 - Clients sometimes require the training and competency information of staff that will be working for them.

How To Complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@constructionss.co.uk

Telephone: 01869 220649

Post: Construction Safety Solutions Ltd
A4 Rowood Estate
Murdock Road
Bicester
OX26 4PP

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow



Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>