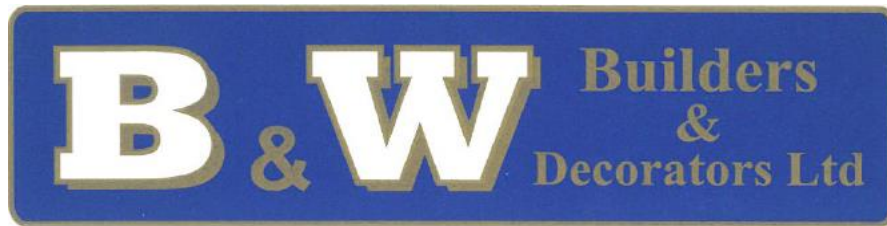


**Information Security Policy for
External Customers and Clients**

ISP Policy:	ISP-01
Issue:	01
Date:	24/05/2018
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**Unit 11
Bay Trading Estate
St Asaph Avenue
Kinmel Bay
Conwy
LL18 5LG**

Signed: 

Date: 24th May 2018

Position: Director

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Introduction

B & W Builders and Decorators Ltd (“B&W” or “we”) respects your concerns about privacy. This Notice applies to personal data we collect about you, including for example your name, address, telephone/mobile number(s) and email address. The Notice describes the types of personal data we obtain, how we use the personal data, and with whom we share it. We also describe the rights you may have and how you can contact us about our privacy practices.

B&W is the data controller in respect of personal data that we collect.

Our contact details can be found in the “How to contact us” section at the end of this Notice.

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How we obtain information about you

We collect personal data about you that you choose to provide to us when you contact us to engage our services. The personal data collected includes, but is not limited to, your first and last name, physical address and telephone/mobile number(s). We may also ask for your email address and banking details.

We collect personal data about you which has been provided to us by third parties acting on your behalf. For example, your insurance company or agents acting for them in regard to an insurance claim.

We may also be provided with your details from agents acting on your behalf, for example architects or surveyors you have instructed or the local authority.

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Information we obtain

Personal data that you provide directly to us will be apparent from the context in which you provide it, for example;

When you to engage our services, you will generally provide your name, contact details and any other information requested as the reason for your enquiry.

When you engage a third party to act on your behalf, they will generally provide your name, contact details and any other information requested in connection with the services we provide.

Examples of the sources of data we collect about you:

- When you talk to us by telephone, personally
- Or via social media or website
- By email or letter
- Information including photographs which we obtain during our survey visits, site visits or during the work we are engaged to carry out
- Payment and transaction data
- Publicly available information

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How we use information that we obtain

We may use personal data that you provide to us to respond to your inquiry, for example, to contact you about your request, to provide a quotation, ask a question, to administer and provide the products and services for which you or your agent have engaged us to carry out, and contact you for other reasons related to offering and improving our services.

We use the personal data for these purposes because we have a legitimate business interest in providing services to our customers and other interested individuals that is not overridden by your interests, rights and freedoms to protect personal data about you.

In addition to the uses discussed above, we may also use the personal data you provide to us to;

- Operate, evaluate, and improve our business.
- Develop new products and services.
- Determine the effectiveness of our advertising and marketing.
- Analyse our products, services, and websites.

We use the personal data for the purposes described above because we have a legitimate interest in operating and improving our business that is not overridden by your interests, rights and freedoms to protect personal data about you.

We may also use the information to protect against and prevent fraud, claims, and other liabilities and to comply with or enforce applicable legal requirements, industry standards, and our policies and terms.

We use personal data for these purposes when it is necessary to protect, exercise or defend our legal rights, or when we are required to do so by law that applies to us.

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Information we share

We do not sell or otherwise disclose personal data that you provide to us or that we collect, except as described here.

We may share personal data you provide to us or that we collect with;

Service providers that perform services on our behalf

The third parties or agents who are acting on your behalf for example your insurance company and their agents.

Needed by a third party parties to help manage your records, such as IT Suppliers who maintain our computer systems. We have service contracts in place with these firms.

We may share personal data with service providers that perform services on our behalf such as payment service providers, hosting providers and advisers.

In addition, we may disclose personal data about you (a) if we are required or permitted to do so by law or legal process, for example due to a court order or a request from a law enforcement agency, (b) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, (c) in connection with an investigation of suspected or actual fraudulent or other illegal activity, and (d) in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganisation, dissolution, or liquidation).

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How long we keep information

The time for which we keep personal data depends on the purpose for which we collected it. In all cases we keep it for as long as necessary to fulfil the purposes for which we collected it.

We will then delete the personal data, unless we are legally required to retain it or if we need to retain it to comply with our legal obligations (for example, for tax and accounting purposes).

Subject to any applicable legal requirements, we typically retain personal data as follows;

For as long as necessary in order to manage access to your account, and for a short further period in case you send us further requests.

We keep most of this personal data for the duration of our relationship with you until you opt-out or we do not have any contact with you for a long period of time.

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Your rights and choices

If you are located in the European Economic Area (“EEA”) or Switzerland, you may have the following rights in relation to personal data that we hold about you;

To request confirmation of whether we process personal data relating to you, and if so, to request a copy of that personal data.

To request that we rectify or update your personal data that is inaccurate, incomplete or outdated.

To request that we erase your personal data in certain circumstances, such as where we collected personal data on the basis of your consent and you withdraw your consent.

To request that we restrict the use of your personal data in certain circumstances, such as while we consider another request that you have submitted, for example a request that we update your personal data.

Where you have given us consent to process your personal data, to withdraw your consent.

To request that we provide a copy of your personal data to you in a structured and readable format.

You may contact us by e-mail or as described in the “How to contact us” section below to exercise your rights described above. You also have the right to lodge a complaint with the data protection supervisory authority in your country.

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Updates to our notice

We may update this Notice periodically and without prior notice to you to reflect changes in our personal data practices or relevant laws. We will post the updated version and indicate at the top of the notice when it was most recently updated.

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How to contact us

If you have any questions or comments about this Notice or any issue relating to how we collect, use, or disclose personal data, or if you would like us to update information we have about you or your preferences, you may contact us;

By email

info@bandwbuilders.co.uk

By post

B&W Builders & Decorators Ltd
Unit 11 Bay Trading Estate
St Asaph Avenue
Kinmel Bay
Conwy
LL18 5LG