

PRIVACY POLICY

INTRODUCTION

This policy refers to the storage and use of personal data, which is defined as information concerning any living person (who hereafter will be called the “Data Subject”) who is not already in the public domain.

The Data Protection Act (DPA), Privacy and Electronic Communications Regulations (PECR) and The General Data Protection Regulation (GDPR), seek to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the UK. It should be noted that GDPR does not apply to information already in the public domain such as Companies House data.

DJHravcon Ltd is pleased to provide the following GDPR information:

WHO ARE WE

DJHravcon limited is a private limited company registered 06434931 based in Northamptonshire and specialising in the repair and restoration of buildings damaged during fires or floods or other typically insured events.

PERSONAL DATA

DJHravcon Ltd uses the information collected from you to provide services that you and your insurers have requested (‘your contract’).

In having made your initial contact with DJHravcon Ltd, you consent to DJHravcon Ltd maintaining a marketing dialogue with you until either you opt out (which you can do at any stage) or we decide to discontinue your contract or our services.

DJHravcon Ltd also acts on behalf of its clients in the capacity of data processor. When working exclusively as a data processor, DJHravcon Ltd will be acting on the instruction of its client and will aim to ensure that the client is fully GDPR compliant.

Some personal data may be collected about you through direct conversation/email or from forms that you complete; from records of our those correspondences and phone calls; and from details of your visits to your home or premises. DJHravcon Ltd will only collect the information needed that is relevant and so that it can provide you with its services.

WHAT WE DO WITH DATA

DJHravcon Ltd will use the data collected to communicate; organise and complete the services necessary under your contract including sourcing materials; engaging and briefing sub-contractors or our own trade persons; notifying legal agencies and obtaining necessary permits.

We will also analyse our data to seek to continually improve our services; or understand certain dynamics or investigate happenings.

We will use data to illustrate or defend actions should requirement arise or to evidence debts, instructions or specifics on the contract.

DJHravcon Ltd does not use your data for any purpose outside of our remit as dictated by your contract nor sell or broker your data.

Occasionally, DJHravcon Ltd will publicly produce case studies to showcase its performance or capabilities and will include photographs of works performed. This is always done with your consent.

WHO WE SHARE YOUR INFORMATION WITH

DJHravcon Ltd will not pass on your personal data to third parties unless: it is a requirement of your contract or product you have with us; where you ask us to involve others to complete the services; if it is a prerequisite to your contract or the service or product you intend to have with us; or is a legal requirement to do so.

This may include:

- Our own employees involved in the services being provided at your home/premises
- Other service providers if introduced via your insurance companies
- Companies we have a joint venture or agreement to co-operate with (which would be notified to you)
- Sub-Companies and trades people we have contracts with, to provide you with the services agreed in your contract, e.g. scaffolders or roofing companies etc
- Surveyors; architects or professional persons involved in the process of repair or renovation or as necessary for us to safely and legally provide services.
- UK Courts; Debt collection agencies or other debt recovery organisations
- HSE; Building regulatory organisations, or other public authorities if we have to, or are authorised to do so by you or your insurer or by law

These third parties have access to your information so that they may perform these tasks on our behalf and they are prohibited by us from using or disclosing your information for any purpose other than to provide this assistance, except to the extent required by law. We may permit our service providers to use aggregate information which does not identify you or de-identified data for other purposes.

CONSENT

Through agreeing to this privacy notice you are consenting to DJHravcon Ltd processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing privacy@djhravcon.co.uk; by phoning 01327 353677 or by writing to us.

DISCLOSURE

DJHravcon Ltd may, on occasion, pass your Personal Information to third parties exclusively to process work on its behalf. DJHravcon Ltd requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR. DJHravcon Ltd does not broker or pass on information gained from your engagement without your consent. However, DJHravcon Ltd may disclose your Personal Information to meet legal obligations, regulations, or valid governmental requests. DJHravcon Ltd may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions, to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property, or safety of DJHravcon Ltd, its clients and/or the wider community.

RETENTION

DJHravcon Ltd will process personal data during the duration of any contract and will continue to store only the personal data needed for seven years after the contract has expired to meet any legal obligations. After five years any personal data not needed will be deleted.

DATA STORAGE

Data is held on DJHravcon's servers within the United Kingdom only and where appropriate, on the servers of your own appointed insurer.

DATA TRANSFERS

Although DJHravcon Ltd does not store personal data outside of the UK, in certain circumstances we may need to transfer personal data outside of the UK in order to provide our services (e.g. when processing transactions for international numbers). In such cases, DJHravcon Ltd is committed to ensuring that third party data processors, who may themselves store personal data outside of the UK and particularly outside of the EEA, adhere to the highest possible level of data privacy, and, wherever practically possible, will endeavour to impose legally binding obligations on said third parties. This may include, but is not limited to, relying on EU adequacy decisions and/or PCI compliance regulations, and/or enforcing standard contractual provisions.

YOUR RIGHTS

At any point whilst DJHravcon Ltd is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply, you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.
- In the event that DJHravcon Ltd refuses your request under rights of access, we shall provide you with a reason, which you have the right to challenge legally. DJHravcon Ltd can, at your request, confirm what information it holds about you and how it is processed.

YOU CAN REQUEST THE FOLLOWING

- Contact details of the person or organisation (DJHravcon Ltd) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of DJHravcon Ltd or a third party, information about those interests.

- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if not collected directly from you.

To access details of what personal data is held, two forms of identification will be required. DJHravcon Ltd will accept the following forms of ID when information on your personal data is requested: a copy of your driving licence; passport; birth certificate; and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and one further supporting document is required. If DJHravcon Ltd is dissatisfied with the quality, further information may be sought before personal data can be released.

To facilitate correct security, data access request information will be provided by DJHravcon to the subject (you) in person by the Data Protection Officer at an agreed time at the offices of **22 Station Works; Long Buckby; Northampton NN6 7PF**

All requests should be made to privacy@djhravcon.co.uk or by writing to The Compliance Director at that address.

COMPLAINTS

In the event that you wish to make a complaint about how your personal data is being processed by DJHravcon Ltd or its partners, you have the right to complain to DJHravcon Ltd director of compliance. If you do not get a response within 30 days, you can complain to the ICO.

Martin Bishop, DJHravcon Ltd, 22 Station Works; Long Buckby; Northampton NN6 7PF.



<u>No'</u>	<u>Document ID:</u>	<u>Owner</u>	<u>Document Creation</u>	<u>Last Reviewed</u>	<u>Current version</u>
25	Privacy Policy	Martin Bishop	2022	03.2024	V2