**CLIENT DATA PRIVACY NOTICE**

**Introduction**

Since May 2018, The General Data Protection Regulations (GDPR) was introduced to replace the Data protection Act 1998.

 I Civils Ltd is compliant with the changes required since that time, and we have provided information below of our compliancy in this Client Data Privacy Notice as follows:

I Civils Ltd holds personal data on its clients to provide its services.

The Client Data Privacy Notice details the personal data I Civils Ltd may retain, process and share with third parties relating to your business.

I Civils Ltd is committed to ensuring that your information is secure, accurate and relevant.  To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic and managerial procedures to safeguard and secure personal data we hold, including in-house training awareness.

We respect the privacy rights of individuals and are committed to handling personal information responsibly and in accordance with applicable law. This notice sets out the personal data that we collect and process about you, the purposes of the processing and the rights that you have in connection with it.

If you are in any doubt regarding this notice, please contact the office on 0192 466801 or email solutions@icivils.co.uk

**Types of personal data we collect**

During your engagement with I Civils Ltd, we may process personal data about you.  The types of personal information we may process include, but are not limited to:

* Identification data – such as your name, business name.
* Contact details – such as home and business address, telephone & mobile details, email addresses, site addresses, third party contact details.
* References relating to Financial Credit Checks if required.

**Purposes for processing personal data**

**Quotations and Estimates**

If you are applying for a quotation / estimate with us, then the processing of personal data is necessary for I Civils Ltd to provide this service.

If you accept the quotation /estimate, the data collected from the above process will form part of your on-going client record/account.

**Accounting Records**

We collect and process personal data relating to our clients to meet our obligations under the client contract and to comply with our legal obligations.

We take the security of your data seriously and are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

We collect and use this personal information for managing our working relationship with you – for example, your quotations / estimates / accounting and invoicing records.

We have policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, mis-used or disclosed, and is not accessed without authorisation and only accessed or used for specific legal purposes.

We primarily process the above personal information we collect through a system of accounting called Sage Line 50 Accounts.  This programme enables us to administer accounting records.

We use in-house created programmes which are centrally and securely located on the Company’s internal electronic server with set permissions for access granted.  Paper filing systems are also used by the Company for personal data and are stored using lockable filing cabinets and cupboards.

Any communication made by e-mail between clients and the Company is processed and monitored through the email system of Google Business E-mail.  This programme again is centrally located on the Company’s internal electronic server with set permissions for access granted.

**Legitimate business purposes**

We may also collect and use personal information when it’s necessary for other legitimate purposes, such as to help us conduct our business more effectively and efficiently – for example, for general IT security management, accounting purposes or financial planning. We may also process your personal information to investigate violations of law or breaches of our own internal policies.

**Legal purposes**

We may also use your personal data where we consider it necessary for complying with laws and regulations, including collecting and disclosing client personal information as required by law e.g. for tax, health and safety, under judicial authorisation, or to exercise or defend our legal rights.

**Legal basis for processing personal data**

Our legal basis for collecting and using the personal data described above, is that the “processing of personal data is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.” (i.e. to administer and manage a Client/Company working relationship). Where we have your consent to do so, or where the processing is in our legitimate interests and only where this interest is not overridden by your own interests or fundamental rights and freedom.

Any processing based on consent will be made clear to you at the time of collection or use – consent can be withdrawn at any time by contacting the Administration Team within the office.

**Who we share your personal data with**

We take care to allow access to personal data only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it.

Whenever we permit a third party to access personal information, we will implement appropriate measures to ensure the data is used in a manner consistent with this notice and that the security and confidentiality of the data is maintained.

**Transfers to third-party service providers**

In addition, we make certain personal data available to third parties who provide services to us. We do so on a “need to know basis” and in accordance with applicable data protection and data privacy laws.

For further information relating to our third-party service providers, then please contact the Office on 01392 466801 or e-mail solutions@icivils.co.uk

**Transfers to other third parties**

We may also disclose personal data to third parties on other lawful grounds, including:

* To comply with our legal obligations, including where necessary to abide by law, regulation or contract, or to respond to a court order, administrative or judicial process eg: Debt Recovery in the case of non-payment.
* In response to lawful requests by public authorities (including for national security or law enforcement purposes).
* As necessary to establish, exercise or defend against potential, threatened or actual litigation.

**Transfer of personal data abroad**

We may need to transfer personal data to countries outside of the United Kingdom. When we’re required to export your personal data to a different country, we’ll take steps to ensure that such data exports comply with applicable laws. For example, if we are required to transfer personal data outside the European Economic Area (EEA), such as to the United States, we’ll implement an appropriate data export solution such as entering into contracts with the data importer that contain EU model clauses or taking other measures to provide an adequate level of data protection.

**Data retention**

Personal data will be stored in accordance with applicable laws and kept for as long as needed to carry out the purposes described in this notice or as otherwise required by law. Generally, this means your personal information will be retained until the end of our working relationship, plus a reasonable period of time thereafter to respond to work-related inquiries or to deal with any legal matters (e.g. judicial actions, tax authorities).

**Your rights**

You may exercise the rights available to you under the current GDPR as follows:

* The right to be informed.
* The right of access.
* The right to rectification.
* The right to erasure.
* The right to restrict processing.
* The right to data portability.
* The right to object.
* Rights in relation to automated decision making and profiling.

We will respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws by contacting solutions@icivils.co.uk or 01392 466801

**Issues and complaints**

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage our clients to bring it to our attention if they think that our collection or use of their information is unfair, misleading or inappropriate.

We would also welcome any suggestions for improving our procedures.

This notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner’s Office in their capacity as the statutory body which oversees data protection law

 [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

**Updates to this notice**

This notice may be updated periodically to reflect any necessary changes in our privacy practices. In such cases, we will inform you in writing.

**Contact details**

Please address any questions or requests relating to this notice to: Howard Johnson – Managing Director