

## **Haven Building & Maintenance Ltd Privacy Policy**

This policy applies to the following business;

- Haven Building & Maintenance Ltd, Unit 9, Lee bridge, Halifax, West Yorkshire, HX3 5AT – Company Registration Number: 04859346

### **Glossary of Terms**

#### **What is personal data?**

Personal data relates to any information about a human being that makes you identifiable which may include (but is not limited to);

- Full name
- Address
- Contact information (email address, telephone numbers)
- Previous address history
- Credit history information

#### **What is sensitive personal data?**

Sensitive personal data is sometimes referred to as ‘special categories of personal data’. Haven Building & Maintenance Ltd will never ask you for your sensitive personal data, the categories of this data are below;

- Racial & ethnic origin
- Political, religious and philosophical beliefs
- Trade union membership(s)
- Genetic & health data
- Biometric data
- Sexual orientation & sexual history

#### **What is a Data Controller?**

For General Data Protection Regulation (GDPR) purposes, the “data controller” means the person, or organisation who decides the purposes for which personal data is processed and how it is processed.

The data controller that this policy refers to is Haven Building & Maintenance Ltd, Unit 9, Lee bridge, Halifax, West Yorkshire, HX3 5AT.

The data protection officer is Malcolm Speak, Director, who can be contacted by post at the above address, by email ([malcolm@havenonline.net](mailto:malcolm@havenonline.net)) or by calling 01422 384 456.

## **What is a Data Processor?**

A “data processor” is a person or organisation which processes personal data for the controller.

## **What do we mean by Business to Business?**

PLC, LTD, LLP incorporated partnerships, trusts and foundations, local authorities and government institutions.

## **What do we mean Business to Consumer?**

Private clients, sole traders, unincorporated partnerships, trusts and foundations.

## **What information do we collect about you and how?**

Haven Building & Maintenance Ltd, as a data controller is bound by the requirements of the General Data Protection Regulations (GDPR).

You agree that we are entitled to obtain, use and process the information you provide to us in order that we can provide you with our services and for other related purposes including;

- Regularly updating and enhancing client records
- Legal and regulatory compliance
- Crime Prevention
- Statutory returns
- Analysis for management purposes

We collect information about you when you fill in any of the forms on our website, such as signing up for an event, filling in a survey, giving feedback or sending in an enquiry etc. Website usage information is collected using cookies.

**Cookies** are text files put on your computer to collect standard internet log information and visitor behaviour information. This information is then used to track visitor use of the website and to create statistical reports on website activity. For more information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. Please note in a few cases some of our website features may not function because of this.

**Analytics** – eg how visitors use our website

We use Google Analytics to store information about how visitors use our website so that we may make improvements and give visitors a better user experience.

Google Analytics is a third-party information storage system that records information about the pages you visit the length of time you were on specific pages and the website in general, how you arrived at the site and what you clicked on when you were there. These cookies do not store any personal information about you eg name, address etc and we do not share the data. You can view their privacy policy below.

Google – <http://www.google.com/intl/en/policies/privacy/>

## **IP addresses**

An IP or Internet Protocol Address is a unique numerical address assigned to a computer as it logs on to the internet. Haven Building & Maintenance Ltd do not have access to any personal identifiable information and we would never seek this information. Your IP address is logged when visiting our site, but our analytic software only uses this information to track how many visitors we have from particular regions.

## **Internet Based Advertising**

We use LinkedIn, Facebook and Twitter advertising services and as such there are tracking codes installed on our website so that we can manage the effectiveness of these campaigns. We do not store any personal data within this type of tracking

## **How will we use the information about you and why?**

At Haven Building & Maintenance Ltd we take our privacy seriously and will only use your personal information to provide the services you have requested from us. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

For Business to Business clients and contacts our lawful reason for processing your personal information will be “legitimate interests”. Under “legitimate interests” we can process your personal information if: we have a genuine and legitimate reason and we are not harming any of your rights and interests.

For Business to Consumer clients and contacts our lawful reason for processing your personal information will be “A contract with the individual” eg to supply goods and services you have requested, or to fulfil obligations under an employment contract. This also includes steps taken at your request before entering into a contract.

Our work for you may require us to pass your information to our third-party service providers: subcontractors. However, when we use third-party service providers we disclose only the personal information that is necessary to deliver the services and we have contracts in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

We will not share your information for marketing purposes with companies so that they may offer you their products and services.

## **Security precautions in place about data collected**

When you give us personal information, we take steps to make sure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected.

Non-sensitive details (your email address etc) are sent normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems

## **How long will we hold your data for?**

Personal data will not be kept for longer than is necessary to fulfil a direct purpose, Haven Building & Maintenance Ltd regularly reviews and updates the data it holds on individuals and strives to ensure that no data is kept for longer than necessary.

## **Access to your information, correction, portability and deletion**

### **What is a Subject Access Request?**

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address: Malcolm Speak, Haven Building & Maintenance Ltd, Unit 9, Lee bridge, Halifax, West Yorkshire, HX3 5AT.

We will respond to your request within one month of receipt of the request.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by emailing [malcolm@havenonline.net](mailto:malcolm@havenonline.net) or writing to the above address.

## **Objections to processing of personal data**

It is your right to lodge an objection to the processing of your personal data if you feel the "ground relating to your particular situation" apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claims.

## **Data Portability**

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- (a) The processing is based on consent or on a contract, and
- (b) The processing is carried out by automated means.

## **Your Right to be Forgotten**

Should you wish for us to completely delete all information that we hold about you for:

- Email: [malcolm@havenonline.net](mailto:malcolm@havenonline.net), or
- In Writing to: Malcolm Speak, Haven Building & Maintenance Ltd, Unit 9, Lee bridge, Halifax, West Yorkshire, HX3 5AT.

## **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **Complaints**

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the [Information Commissioner's Office](#).

## **Changes to our Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 25 April 2018 and the Version number is 1.2 in line with the new GDPR guidelines.

## **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: [malcolm@havenonline.net](mailto:malcolm@havenonline.net)
- Or write to us at Malcolm Speak, Haven Building & Maintenance Ltd, Unit 9, Lee bridge, Halifax, West Yorkshire, HX3 5AT.