

## Privacy Statement

ICW Building Control Ltd is committed to protecting the privacy of your personal information. For the purpose of the applicable data protection law, including Data Protection Act 1998 and, from 25 May 2018, the General Data Protection Regulation, ICW Building Control is the data controller.

This privacy statement sets out how we collect, use and disclose personal information about you when you contact us.

### What we collect

- From your enquiry or fee quote request, whether over the phone, in person, in writing, or through our website
- From subsequent interactions, including the submission of applications and requests relating to our service, information requests or inspection requests, by the methods above
- From third parties, such as an agent or applicant, appointed by you on your behalf

### What type of personal information do we collect?

Personal information can include the following:

- Name and title, including job title
- Contact information such as postal address, telephone number(s), email address (personal or work-related depending on which you choose to submit)
- Other information relevant to customer surveys
- Information necessary for legal compliance

### How the law protects you

Data protection legislation says that we can use personal information only if we have a valid reasons for doing so and it must be for one of the following reasons:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest
- When you consent to it

A legitimate interest is when we need to use your information for internal administrative purposes, to enable us to efficiently record and monitor the progress of your project.

### How may we use your personal information?

We will only use this information for the following legitimate interests:

- Create and administer your accounts and projects, analyse your requirements and tailor our services to you
- To communicate with you and provide appropriate information about your project when requested
- To meet our legal, regulatory another good governance obligations

### Who has access to your information?

ICW Building Control will only share your personal information with:

- Internal staff and appointed contractors, such as surveyors or engineers employed as specialists for your project, to provide the service you requested
- Relevant local bodies, solely for the purposes of obtaining necessary consents for your project

- Relevant statutory bodies such as the fire and water authorities for statutory consultation purposes for your project
- Industry regulators and auditors, as required under the terms of our licence
- Dispute resolution bodies, including solicitors and courts

### Retaining your personal information

Your personal data will not be kept for longer than is necessary to fulfil specific purposes outlined in this statement and to allow us to comply with our legal requirements. For information relating to the Building Regulations we will keep your details on file for 15 years from date of completion or closure of the file.

### What are my data rights?

You have certain rights relating to the personal information we hold about you which are outlined below

- The right to access or obtain copies of your personal information that we hold
- The right to rectification, including to require us to correct inaccurate personal data
- The right to erase you details from our systems when it is no longer required for a legitimate business interest, or regulatory or legal obligations, or for the purpose it was collected for
- The right to withdraw your consent to any processing for which you have previously given consent
- The right to request restriction of processing concerning you or to object to processing of your personal data
- The right to data portability including to obtain personal data in commonly used machine-readable format

### How we use cookies

Cookies are small text files placed in your computer's hard drive by our website to provide anonymous statistics that enable website improvement, for example to enable us to monitor the visitor numbers, which pages are visited and how long visitor spend on each page. If you have a member's access account with us, we may also use a cookie to remember your login information for you, to save you entering it again the next time. Data generated by cookies is not traced back to individuals but is only used for statistical analysis purposes and not shared with any third party.

### Notification of statement changes

This privacy statement will be regularly reviewed and may be updated from time to time to reflect changes in the law and/or our privacy practices. If we make any material changes, we may notify you by your specified account email or by means of a notice on our website or your account prior to the change becoming effective. We would encourage you to periodically check our privacy statement for any updates or changes.

### Contact/address details

If you have questions about this statement, please contact our office by phone, email or letter using the contact details provided by us or on our website.

### Your right to complain

You can raise a complaint directly with us if you are unhappy with our use of your personal information, any complaints will be dealt with according to our Complaints Policy. However, you are also entitled to make a complaint directly with the Regulator, the Information Commissioner's Office (ICO) if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data. The ICO can be contacted via <https://ico.org.uk/>.