

## **Certainfil Cavity Insulation Limited**

### **Data Protection Statement (GDPR):**

#### **Scope**

This Statement details how we collect, keep and use personal data. It should be read in conjunction with our Data Protection Policy

#### **Purpose**

To ensure transparency in accordance with Data Protection regulations (GDPR).

#### **What Data do we collect, keep and use?**

The name, address, telephone number and e-mail address (if provided) for each client and details of the property on which we will be carrying out works.

For the purposes of providing grant funding we may record date of birth and general income details i.e. is the income below a specified threshold but not specific income amounts.

#### **How do we use this Data?**

We use the data collected to:

- Survey and ensure the proposed works can be carried out in accordance with current regulations and accreditation requirements.
- Facilitate the installation of insulation measures requested by the client
- Facilitate the grant application process and subsequent funds release
- Arrange post installation inspections to meet regulatory and accreditation requirements
- Facilitate the financial accounting processes required in accordance with current Legislation.
- Facilitate the issue of guarantees for works completed where appropriate.

#### **Who do we share your data with?**

- Our Installers – to enable the installation of requested works.
- Funding Bodies and Programme Administrators in relation to grant funded works in pursuit of the claim.
- National and Local Government agencies in accordance with statutory or regulatory duties associated with proper conduct of lawful business i.e. HMRC and Building control in accordance with current regulation.
- Our Accreditation Body: to facilitate randomised inspection and assessment of works for the purposes of quality control and compliance with assurance standards.
- Third party insurance provider in respect of the 25year guarantee provided for Cavity Wall Insulation
- Our Data is also provided to our Accountant for the purposes of filing returns in accordance with Companies Act and HMRC regulations.

#### **How and when we contact you**

- We will contact you by phone, e-mail, SMS or in writing for the following reasons:
- In response to a request for quotation
- In order to confirm details associated with your order or application for grant funding
- In order to schedule proposed works following placement of an order
- To follow up on any post installation inspection requirements
- To follow up on payment issues

You may be contacted directly by our Accreditation Body or the Grant Scheme Administrators who carry out randomised inspections of our work for the purposes of quality control.

**Data Retention**

Data obtained and processed in relation to grant funding must be held for a period of 7 years in accordance with the funding provider requirements.

Data relating to your property will be held for a period up to 25 years. In order to provide you with a 25 year guarantee we must retain the data relating to the installation of your insulation.

**Your rights**

You have the following rights regarding your personal data:

<b>Rights</b>	<b>What does this mean:</b>
1. Right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Policy.
2. Right of access	You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law.
3. Right to rectification	You are entitled to have your personal data corrected if it is inaccurate or incomplete.
4. Right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
5. Right to restrict processing	You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further. We keep lists of people who have asked for further use of their personal data to be 'blocked' to make sure the restriction is respected in future.
6. Right to data portability	You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.
7. Right to object to processing	You have the right to object to us processing your personal data for our legitimate business interests.
8. Right to withdraw consent to processing	If you have given your consent to us to process your personal data for a particular purpose (for example, to survey your property), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).
9. Right to make a complaint to the data protection authorities	You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law.

**Contacting us**

If you wish to contact us regarding your Data please do so in writing, we will review your request and respond within one month.