

## **Bsure Property Solutions Privacy Policy**

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event you have a complaint.

**WHO WE ARE:** bsure property Limited trading as bsure property solutions and bsure property solutions LLP (“we”, “us”) is the operator of the website [www.bsurepropertysolutions.co.uk](http://www.bsurepropertysolutions.co.uk). We collect, use and are responsible for certain information about you. When we do so, we are regulated under the General Data Protection Regulation which applies across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

### **THE PERSONAL INFORMATION WE COLLECT AND USE:**

**Personal information provided by you – Customer/Client:** In the course of operating our property maintenance business, we collect personal information when you provide it to us, such as your name, postal address, email address, phone numbers, and payment details (where appropriate) as well as manage any feedback/reviews provided.

**Personal information provided by you – Sub-Contractors:** To assist in the delivery of specific aspects of jobs, it may be necessary to engage the services of certified sub-contractors such as gas safe registered plumbers, NICEIC electricians and scaffolders or additional manual labour. We will collect personal information from you if you work for us for any period of time. In this context, personal information we gather may include: contact details, financial and payment details, NI number, UTR number for HMRC verification and the deduction of CIS payments, your business trading name, business entity i.e. sole trader, partnership, limited company, company registration number (where appropriate), as well as a copy of up-to-date public liability insurance. Depending on the nature of work you undertake for us, we may also require details of education, qualifications and skills, marital status, nationality, date of birth, job title, and CV.

**Personal information provided by third parties:** Occasionally we may receive information about you from other sources (such as a recommendation from an acquaintance, work colleague, family). This information will only be used in order to help us provide services to you and to improve and personalise our service to you. If you apply for a job with us,

we may receive information from the people who provide references.

**Personal information about other individuals:** If you give us information on behalf of someone else as an alternate contact, referee, or next of kin, you confirm that the other person has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices; and
- if relevant, give consent to the transfer of his/her personal data abroad.

**Sensitive personal information:** We will not usually ask you to provide sensitive personal information. We will only ask you to provide sensitive personal information if we need to for a specific reason, for example, if we believe you are having difficulty dealing with your account or carrying out services on our behalf such as gas works, electrical works due to illness. If we request such information, we will explain why we are requesting it and how we intend to use it.

Sensitive personal information includes information relating to your ethnic origin, political opinions, religious beliefs, whether you belong to a trade union, your physical or mental health or condition, sexual life, and whether you have committed a criminal offence. We will only collect your sensitive personal information with your explicit consent.

**Children:** We do not knowingly collect personal data relating to children under the age of 16. If you are a parent or guardian of a child under the age of 16 and think that we may have information relating to that child, please contact us. We will ask you to prove your relationship to the child but if you do so you may (subject to applicable law) request access to and deletion of that child's personal data.

### **HOW AND WHEN DO WE COLLECT INFORMATION FROM YOU?**

We gather information directly from you over the telephone if you ring us to make an enquiry. We may also collect information directly from you face to face when we visit site to look at the requested works. We also collect personal information via our website when you make an enquiry through this portal in order to receive a service from us, such as requesting a site visit to estimate for required works. Our website does not use cookies (see “Use of cookies” section on page 2), nor does it collect IP addresses (which means a number that can uniquely identify a specific computer or other device on the internet). We also collect personal information when you contact us, provide us with feedback and reviews, and complete customer survey's.

We may monitor, make notes and record communications with you (such as telephone messages and emails). We may do this for a number of reasons, such as to return your call, check the quality of our customer service, for training purposes, to prevent fraud or to make sure we are complying with legal requirements.

If you visit our registered office or administrative offices, some personal data may be collected from monitoring devices and systems such as closed-circuit TV (CCTV) and door entry systems at the site.

**Use of cookies:** A cookie is a small text file which is placed onto your computer (or other electronic device such as a mobile telephone or tablet) when you use websites. We do not use cookies, nor any similar tracking technologies.

For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

**REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION:** We rely on a different lawful basis for collecting and using personal data in different situations.

**Contracts:** Where you make enquiries with us before you become a customer, we need to collect personal information about you so that we can take steps to conduct a site visit, issue an estimate and enter into a contract with you. Once you have become a customer, we need to collect and use personal information to provide services to you, liaise with your local councils' planning and/or building control departments (job dependant), to purchase materials and goods to complete the requested works, and to claim our right to be paid in return for our services under our standard terms of business/contract with you. This includes collecting and using your personal information to:

- enable us to follow up on enquiries made by you in relation to conducting building, maintenance or installation services/works to provide you our estimate, job proposal and contract;
- to liaise with your local councils' planning and/or building department to ensure adherence to current legislation (job dependant);
- to purchase materials/goods to enable to us to complete the contract with you;
- manage any accounts you hold with us;
- contact you for reasons related to the service you have entered in a contract/agreement with us for, provide information you have requested, or to request feedback/reviews for our website and other websites where we may promote our services (if relevant) with organisations such as checkatrade;
- deal with payment for our services including deposit invoices, installment plans, invoices;

- notify you of any changes to our website or to our services that may affect you; and
- resolve disputes or collect overdue payments.

If you apply for a job with us including an apprenticeship, we will collect and use personal information to process your application and check references. If you take a job with us, we will collect and use your personal information to enter into an employment/apprenticeship contract with you and to administer the employment relationship, including making payments to you, accounting for tax, ensuring safe working practices, monitoring and managing staff access to systems and facilities, monitoring absences and performance and conducting assessments.

Should you undertake work for/on behalf of us on a self-employed sub-contractor basis, we will collect and use your personal information to enable us to make payments to you, issuing CIS payments and CIS statements in line with HMRC and within the CIS scheme guidelines (where appropriate), ensuring safe working practices, monitoring and managing access to customers premises, systems and facilities, monitoring absences and performance and conducting assessments.

**Legal obligations:** We collect and use personal information from our customers, sub-contractors and staff to comply with our legal obligations. For example, we will take copies of documents that identify you so that we can comply with anti-money laundering and counter-terrorist financing requirements.

**Legitimate business interests:** Our priority is to make sure we give a high quality and secure service to customers and to follow up effectively on enquiries even though we accept that not all enquiries will lead to a business relationship or contract. We collect personal information to:

- follow up on enquiries, provide estimates and job proposals for services;
- improve our services;
- detect and prevent fraud;
- request and include feedback/reviews given by you for our website, and potentially other websites where we may promote our services (if relevant) with organisations such as checkatrade;
- prevent offensive, inappropriate or objectionable content being sent to or posted on our websites or to stop any other form of disruptive behaviour.

As a feature of security, we operate CCTV at our administrative and registered offices. We collect and process CCTV images:

- to assist in the establishment or defence of any crime or other investigation such as the delivery of job materials/goods to the administrative offices by suppliers and third parties, or the hand delivery of payments for our services made by clients and/or third parties.

If we propose to use your information for any other uses, we will ensure that we notify you first. If we need your consent to use your information for these other purposes, we will give you the opportunity to opt in or to refuse. If you opt in, you will be able to opt out at any time.

**When will we contact any other person about you?** If you provide us with details of any other person we can contact to discuss your account, we may contact that person and discuss and share the details of your account with that person and deal with that person in relation to your account as if that person was you. We may particularly want to do this if we are unable to get in touch with you for any reason. If you change your mind, you can email or write to us and have this person taken off your account as an alternate contact person (see '**How can you contact us?**' below).

Depending on the nature of work to be/being undertaken, we may need to get in touch with your local councils' planning department and/or building control department.

If you are a sub-contractor, we will periodically need to verify your CIS status with HMRC in line with CIS guidelines and legislation. We also provide them with payment data as and when we issue payment to you and submit CIS contributions to them.

If you provide us the details of a person who we can contact for a job reference, we may contact that person in connection with your job application.

**Who your information might be shared with:** We may disclose your personal data to:

- suppliers of materials, goods, trades to enable us to deliver on our contract with you in relation to conducting building, maintenance or installation services/works;
- your local councils' planning department and/or building control department in relation to building works that have been requested/undertaken;
- service providers under contract with us to support our business operations, such as fraud prevention, debt collection, finance, payroll, technology services, customer feedback agency;

- our insurers and insurance brokers to support our own public liability and employer liability insurance;
- trade associations of which we are a member;
- law enforcement or government agencies in connection with any investigation to help prevent or detect unlawful activity;
- any person or agency if we need to share that information to comply with the law or to enforce any agreement we may have with you or to protect the health and safety of any person;
- any person who you have named as a person we can contact to discuss your account;
- any person who is your agent or representative, such as the holder of a power of attorney, a legal guardian or person administering a will;
- any person who we are negotiating with as a potential buyer of our business or property or if we are proposing to merge our business with another business;

If we pass data on to insurers, they may enter your data onto a register of claims which is shared with other insurers to prevent fraudulent claims. If we use an outside party to process your information, we will require them to comply with our instructions in connection with the services they provide for us and not for their own business purposes.

**KEEPING YOUR PERSONAL INFORMATION SECURE:** We have appropriate security measures in place to prevent personal information from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those people processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will use technical measures to safeguard your personal data, for example, access to your customer account is controlled by a password and user name.

We will notify you and any applicable supervisory body of a suspected data breach where we are legally required to do so.

While we will use all reasonable efforts to keep your personal data safe, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see '**How to contact us?**' below).

On occasions, we may promote our services on other third-party websites such as checkatrade. When we do, our website will contain a link to their website and associated

applications owned and operated by other people and businesses. These third-party sites have their own privacy policies and use their own cookies, and we recommend that you review them before you provide them with personal information. They will tell you how your personal information is collected and used whilst you are visiting these other websites. We do not accept any responsibility or liability for the content of these sites or the use of your information collected by any of these other sites and you use these other sites at your own risk.

If you want detailed information from Get Safe Online on how to protect your information, your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

**TRANSFERS OF YOUR PERSONAL INFORMATION OUT OF THE EEA:** We will not transfer your personal data outside of the United Kingdom OR European Economic Area or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

**HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?** We will usually hold your personal information as a customer, sub-contractor or employee on our system for the period we are required to in line with applicable UK law. Personal data shall not be kept for any longer than is necessary.

As an example, we will delete all estimates after two financial years, financial information must be kept for 6 years from the end of the last company financial year, employee information is kept for 6 years from the end of our contract or 6 months after any unsuccessful job application, unless you have told us you want us to delete the information earlier (see section ***“What rights do you have”*** below).

**WHAT RIGHTS DO YOU HAVE?** Under the **General Data Protection Regulation**, you have a number of important rights. These include the following rights:

- request a copy of your information which we hold (subject access request);
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;

- require us to stop contacting you for direct marketing purposes;
- object in certain other situations to our continued processing of your personal information;
- restrict our processing of your personal information in certain circumstances;
- object to decisions being taken by automated means which produce legal effects concerning you or which affect you significantly; and
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations.

Further information on each of these rights is available from the Information Commissioner’s Office.

If you would like to exercise any of these rights, please:

- email, call or write to us (see ***‘How to contact us’*** below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers, if you have them

We will not charge any fee for any of these services in most cases.

**HOW TO CONTACT US:** We hope that we can resolve any query or concern you raise about the way we use your personal information. Please contact us if you have any questions about this privacy policy or the information we hold about you. Our Data Protection Officer is Amanda Suggett.

If you wish to contact us, you can by:

- email: [amanda@bsureproperysolutions.co.uk](mailto:amanda@bsureproperysolutions.co.uk) where your enquiry will be passed onto the directors
- telephone: 01903 241552.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone 0303 123 1113

**CHANGES TO THE PRIVACY POLICY:** This Privacy Notice was first published on 23/04/2019. Last updated 01/07/2020.

We may change this Privacy Notice from time to time. You should check this policy occasionally to ensure you are aware of the most recent version.