

Castle Point Construction Ltd

Customer Privacy Notice

Introduction

Castle Point Construction Ltd cares about the privacy of your personal information and is committed to protecting it. This Privacy Policy (**Policy**) explains what information we collect about you and why, what we do with that information, and how we handle that information.

For the purposes of the applicable data protection laws (the General Data Protection Regulation (Regulation (EU) 2016/679) (**GDPR**), together with any implementing legislation, in particular, the Data Protection Act 2018), the company responsible for your personal information is Castle Point Construction Ltd. This policy applies to information we collect about you through your use of the services or quotes which may be provided to you by Castle Point Construction.

Collection of your Personal Information

Castle Point Construction Ltd, collects information that, alone or in combination with other data, could be used to identify you (**Personal Information**), such as your e-mail address, name, physical address, telephone number, or bank details from payments you may have made. If you ask for a quote or use our services, we will collect and store your contact information along with information pertaining to the work we have conducted for you. This information may also include bank details where we have invoiced you for work completed under your instructions.

Castle Point Construction Ltd will collect your Personal Information in a number of ways, including when you contact us through the Website, by telephone, post, e-mail or through the other means set out below:

The information we may collect will be comprised of your name, e-mail address, physical address, telephone number, bank details and details of the services we have provided or quoted to provide to you.

How we use your information

Castle Point Construction Ltd collects and uses your personal information as necessary to perform our contract with you and for our legitimate business interests including to,

Respond to your request for a quotation

To communicate with you about services that we provide to you

To notify you of services we offer that may be useful to you.

To comply with our legal obligations towards you

When you contract with us for services or a quotation to be provided, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at

your request, to enter into such a contract. The legal basis for this processing is compliance with our legal obligations by fulfilling the terms of our contract.

Storage of Personal Information

Unless a longer retention period is required or permitted by law, we will only hold your Personal Information on our systems for the period necessary to fulfill the purposes outlined in this Policy, or until you request that the information be deleted in accordance with your right of erasure (see "Your rights" section below).

Even if we delete your Personal Information, we reserve the right to maintain a copy for legal, tax or regulatory purposes, but in such event, we will do so only as long as necessary to fulfill those legal, tax or regulatory purposes. .

Personal Information access and disclosure

We will only disclose Personal Information to third parties:

- when we use service providers to assist us in meeting business or operating needs, such as providing legal services, hosting our Website, communicating with users, delivering and improving our services, e-mail communication, invoicing and payments, customer support services . These service providers may only access, process or store Personal Information pursuant to our instructions and to perform their duties to us, and in accordance with applicable laws and regulations; or
- when we have your explicit consent to share your Personal Information; or
- when we determine that disclosure is required to protect the rights, property, or personal safety of Castle Point Construction Ltd, its employees or to respond to lawful subpoenas, warrants, or requests by public or regulatory authorities, including requests by law enforcement authorities; or
- if we sell some or all of our business or assets, we may disclose your Personal Information to the prospective seller or buyer of such business or assets, and if the transaction closes, then your Personal Information may be transferred to the buyer.

Transfers outside of the EEA

We will only transfer Personal Information outside of the EEA where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your Personal Information, for example, by way of data transfer agreement incorporating the current standard contractual clauses adopted by the European Commission, or by self-certifying to the EU-US Privacy Shield Framework in the event that the organisation in receipt of the information is based in the United States.

To ensure that your Personal Information receives an adequate level of protection, we have put in place appropriate safeguards and procedures with the third parties we share your Personal Information with. This ensures your information is treated by those third parties in a way that is consistent with data protection laws.

Data Security

Castle Point Construction Ltd is committed to taking reasonable and appropriate steps to protect the Personal Information that we hold from misuse, loss, or unauthorised access. We do this by using a range of technical and organisational measures including measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your personal information, please [let us know](#) immediately.

The Website is designed to secure the Personal Information you provide on computer servers in a controlled, secure environment, with protections from unauthorised access, use or disclosure. We do not presently accept payments through our website, so will not be collecting any financial data using these means.

However, while we do our best to protect your Personal Information, we cannot guarantee the security of all data which is transmitted to the Website or to another website via the internet or similar connection.

What you can do to protect your own personal data

Castle Point Construction will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from us asking you to do so, please ignore it and do not respond.

If you are using a computing device in a public location, we recommend that you always log out and close the website browser when you complete an online session.

How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 6 years.

Your rights

Under the GDPR, you have various rights in relation to your Personal Information, such as the rights of access, rectification, restriction, objection, portability, and erasure. Please note that these rights are subject to certain limitations set forth in applicable law.

To exercise these rights, please contact our data protection officer, Mr John Coxshall. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of applicable laws. Please note that we may keep a record of your communications to help us resolve any issues you raise.

You also have the right to lodge a complaint with your local supervisory authority (for UK residents, the Information Commissioner's Office, or ICO) if you believe we have failed to meet our obligations regarding your Personal Information. You can contact the ICO at:

<https://ico.org.uk>