

Our Privacy Policy



Building Partnerships Limited Privacy Policy

Building Partnerships Limited (“BPL”) is committed to honouring the rights of its employees and other user’s rights to privacy and data protection. BPL will process information and personal information following the provisions of all applicable data protection legislation and regulations such as the Data Protection Act and EU GDPR. This Policy will be regularly assessed and amended according to any regulatory changes and the evolving needs and services of BPL.

This Policy will set out how BPL controls, collects, processes and holds personally identifiable data provided by its employees, clients, suppliers, website users and contract holders. This policy will also describe the basis by which we collect personal data.

This policy ensures BPL complies with data protection law to protect the rights of staff, customers and partners. BPL is open about their use and storage of individuals’ personal data and have taken reasonable measures to protect BPL and any data it holds from the risk of a data breach.

Data Controller

BPL is the data controller for any personal data collected via this website, Building Partnerships Limited registered office at Queens House, Queens Road, Norwich, Norfolk, NR1 3PL. We are responsible for deciding what data we collect, how we hold that data and how we use that data. BPL implements appropriate data security measures to protect any personal data that we collect from unauthorised access and loss.

Data Collection

The personal data that BPL hold about you will be specific to your relationship with BPL, but may include some or all of the following:

- Personal identifiers such as name, gender and title
- Contact information such as work email, work telephone number and work address
- Business information such as your current and previous employers (where we have a long-standing relationship with you or for employment purposes)
- Information to enable us to verify your identity
- Information provided to us by you directly or as part of your services
- Information collected for recruitment purposes (these are managed under a different policy which is made available to candidates).

Processing Personal Data

BPL’s main use of personal information is to facilitate the delivery of our services to our clients and their customers. Where we have contact with you or your employer it is necessary for us to process certain personal data to enable us to deliver our contract and provide our services.

BPL use personal information for our legitimate business interests in monitoring, developing and promoting our services. To do this we need to:

- Confirm the identity of those we have contracts with or are entering into a contract with
- Dealing with feedback or complaints
- Publicising our services
- Administering our website and reviewing our online services and communications
- To monitor or enforce our terms and conditions or user policies

We rely on one or more of the following Lawful conditions to process personal identifiable data:

- To perform our obligations under a client engagement that we have with you, or that we may have with a third party (such as landlord, tenant, employer)
- To satisfy a legal or regulatory obligation we are required to meet
- To deliver our legitimate business interests in the effective performance of our services; and developing new contracts for business development
- Where there are no lawful conditions we may process your information with your consent

Sharing Personal Data

BPL does not sell, trade, or rent any personal data to other organisations. Most of our business activities are conducted in house, however where we work with external suppliers BPL ensures that they are aware of our data policies and our suppliers are required to treat personal data appropriately and in accordance with regulations. We ensure our external suppliers have policies and procedures of their own to safeguard any personal information and that they only use it in accordance with our instructions.

We may disclose personal information to third parties in the following circumstances:

- When explicitly requested by you
- When required to deliver publications or reference materials as requested by you
- For regulatory compliance purposes

We may also disclose your personal information to law enforcement, regulatory and other government agencies and to professional bodies and other third parties, as requested by and/or in accordance with applicable law or regulation, or where our assets are acquired by a third party.

Although we rarely transfer personal information outside of the European Economic Area (EEA), we may be required to transfer your personal data to provide you with a specific service at your request, or to our partners or suppliers if they are based outside of the EEA. Should this be the case we will make sure that they agree to: keep it secure, apply the same levels of protection as we are required to apply to information held in the UK, and to use it solely for the purpose of providing the service to us. By submitting your personal data, you acknowledge this transfer, storing or processing.

Storing and Retaining Personal Data

We will hold personal information for as long as it is necessary for the purpose for which it was collected. We will not keep any excessive personal information. Information on our client files is stored for up to 6 years following completion of an engagement.

All BPL employee contracts contain a confidentiality agreement, BPL also trains and encourages its staff to treat all personal information as private and confidential. Where we record and store your

information electronically we have in place the accepted standards of technical security measures to protect and secure your personal information.

Your Rights

Under Data Protection Laws you as an individual have a number of rights, including:

- The right to request access to your own personal data
- The right to ask us not to process your data for direct marketing
- The right to request any inaccurate information we hold about you is corrected
- The right to request your information is deleted in certain circumstances
- A right to request we stop using your personal data for certain purposes
- A right to request that decisions are not taken by wholly automated means

These rights may be limited to certain defined circumstances and we may not be able to comply with your request in some instances. We will aim to respond to you within one month of your request, we will not charge a fee for dealing with your request. If you wish to receive a copy of the information we hold about you or wish to exercise one or more of these rights then please write to Building Partnerships Limited, Queens House, Queens Road, Norwich, Norfolk, NR1 3PL.

If you are dissatisfied with the way in which we have handled your personal information or if you wish to make a complaint please contact enquiries@buildingpartnerships.co.uk and we will try to resolve any issues. Alternatively, you can exercise your right to complain to the Information Commissioners Office (ICO), which is the statutory regulator on data protection law, details of how to complain to the ICO can be found out <https://ico.org.uk/concerns/>.

Cookies

Cookies are pieces of information which are stored in your browser on your computer's hard drive. BPL do not use cookies on their website and do not collect personal information from website visitors unless given via the contact/enquiries form.

Third Party Websites

Occasionally we may include links to third party sites on our website that are not controlled or managed by BPL, and which do not operate under this privacy notice. We would encourage you to check the privacy notices on any additional websites that you visit.

Changes to this Privacy Notice

We may update and change our privacy notice in accordance with new regulations or changes in business. Please check back frequently to see any updates.

This policy is effective from 25th May 2018.