

## **Privacy Notice**

### **About us:**

Procast is a registered company in Scotland (Company Number SC407400) and our Registered address is 20 Anderson Street, Airdrie, ML6 0AA.

### **The purpose of this notice:**

This notice is designed to help you understand what kind of information we collect in connection with our service delivery operations and how we will fairly and lawfully collect and process information that is commonly known as personal data.

### **What is personal data?**

Personal data is information relating to an individual or identifiable person, examples are listed below (please note that this list is not exhaustive).

- Name
- Date of Birth / Age
- Address
- Gender
- Contact details (phone / email)

Personal data may contain information which is known and sensitive personal data, examples of this are listed below (please note that this list is not exhaustive).

- Individuals Health
- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union memberships
- Genetic and biometric data

- Data relating to sexual orientation
- Criminal convictions or offences

**Personal data we collect:**

In order for us to deliver our service provisions and administer various funding and grants associated with some of our work we will collect and process personal data about you. If we have to share and process your personal information with others in relation to our service provisions, we will seek your permission to do so. We will also collect your personal data where you request information about our services, customer events, promotions and campaigns.

We will collect your personal data when you visit our website, where we will collect your unique online electronic identifier; this is commonly known as an IP address.

We will also collect electronic personal data when you first visit our website where we will place a small text file that is commonly known as a cookie on your computer.

Cookies are used to identify visitors and to simplify accessibility, and to monitor visitor behaviour when viewing website content, navigating our website and when using features.

Calls may be recorded and monitored for training and quality assurance.

Where we collect data directly from you, we are the controller of that and referred to as the data controller. A data controller means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data.

Where we or other stakeholders process your information we or the stakeholders are known as the data processors. A data processor means the individual or organisation which processes personal data on behalf of the controller.

As a service provider of construction services that also facilitates grant funding from various sources we will process the following categories of data:

- Personal data
- Special categories of personal data
- Data relating to criminal convictions and offences such as details of driving offences.

If you object to the collection, sharing and use of your personal data we may be unable to provide you with some of our services.

For the purpose of meeting the Data Protection Act 2018 territorial scope requirement the United Kingdom is identified as the named territory where the processing of the personal data takes place, and this is stored securely on our locally based servers and transfer of data is made securely via a cloud-based application.

### **Why do we need your personal data?**

We will use your personal data for the performance of our contract with you or your housing provider. Most of our work is in the domestic or commercial property market with a major focus on refurbishment of social and private housing stock. We need to collect and process personal data in relation to the specified works but also to process grant and funding awards from stakeholders. We will use your personal data to administer and carry out the set tasks of work and to manage the contractual requirements for all parties involved. We may also on behalf of certain stakeholders use your personal data to perform statistical analysis on the data we collect, this is mainly to report back to housing providers and local government.

In purchasing our services, you should understand that you are forming a contract with us. If you contact us for a quote or request details on the serviced that we provide we consider ourselves as having a reasonable legitimate business reason to provide you with further information about our business and services.

We will retain your personal, special and criminal data at the end of any contractual agreement for a period of 7 years unless legislation dictates otherwise such as

exposure to Asbestos where records need to be kept for 40 years. The retention of data is necessary where required for contractual, legal or regulatory purposes or for legitimate business interests for statistical analysing and marketing purposes.

Please contact our Data Privacy Representative if you object to the use of, or have any question relating to the use of, your data, the retention of your personal data or the use of profiling for statistical reporting to stakeholders.

### **Your rights:**

Individuals are provided with legal rights governing the use of their personal data. These rights are known as Individuals Rights under the Data Protection Act 2018, the following list details these rights:

- The right to be informed about the personal data being processed
- The right of access of your personal data
- The right to object to the processing of your personal data
- The right to restrict the processing of your personal data
- The right to rectification of your personal data
- The right to erase your personal data
- The right to data portability (to receive an electronic copy of your personal data)

Individuals can exercise their rights at any time. As mandated by law we will not charge a fee to process these requests, however if your request is considered to be repetitive or excessive, we are entitled to charge a reasonable admin fee.

In exercising your individual rights under the DPA 2018 you should understand that in certain situations we may be unable to fully meet your request, for example, if you ask for us to delete all your personal data, we may be required by law to retain some data for taxation, regulatory or other statutory purposes.

### **Protecting your data:**

Procast Building Contractors Limited will take all appropriate technical and organisation steps to protect the confidentiality, integrity, availability and accuracy of your data, including when sharing your data within our business and external stakeholders.

Procast Building Contractors will share your personal data with the following:

- Energy Savings Trust
- EST Data Match
- Home Energy Scotland
- Housing Association
- Insurance Related Parties
- Local Authority
- Procast Building Contractors Ltd
- Scottish Government
- Utility Funding Partner

**Data Privacy Representative:**

To ensure data privacy and protection has appropriate focus within Procast Building Contractors Ltd, we have a Data Privacy Representative to report to senior team. The Data Privacy Representatives details are as follows

**Name:** Carol Cameron

**Email:** [carol@pro-cast.co.uk](mailto:carol@pro-cast.co.uk)