



GDPR PRIVACY NOTICE TO CLIENTS

This notice is about your personal information and explains how we (Sherlock & Neal) handle the personal information we collect from you (our clients). The General Data Protection Regulations (known as the GDPR) govern how companies use people's personal information across the EU. The GDPR became law on 25th May 2018.

What information we collect from you and why

We need to collect and hold some of your personal information, so that we can carry out work for you. The personal information that we collect from you includes your name, address, phone number and email address. We also keep other information relating to you, like the details of any building and related projects that we have worked on for you or at your premises, including projects that we have worked on in the past and potential projects that we hope to work on in the future. We may be legally required to keep information by organisations or government bodies such as the HSE or Building Control. We keep this information for internal reporting and staff development purposes and so that it is easy for you to obtain information about the work that was carried out should you need it. All your personal information is held securely in the United Kingdom. We do not carry out any automated processing or profiling.

Who we share your personal information with

We only share information about you if we think it is necessary and we can do so under the law or we have your consent.

So that we can carry out work for you efficiently, we do pass some of your personal information to our employees, third party contractors, sub-contractors or delivery or collection companies. We do this when it is necessary, for example if we are sending an employee, contractor or sub-contractor to work at your premises or if they need to contact you or where it is necessary for a delivery or collection to be made at your premises. We inform our employees, contractors and sub-contractors of the importance of protecting your personal information, not dealing with it other than for the purposes we have provided it to them and deleting it when they no longer need it for those purposes.

We do not currently use third party services to store or deal with your personal information, but if we do so in the future, we will make sure that your personal information is protected.

In certain circumstances, we may have a legal obligation to share your personal information with the Health and Safety Executive (HSE) or other regulatory or law enforcement organisations. In case of an emergency, we may also share your personal information with a relevant medical organisation.

What rights do you have regarding your personal information?

You have rights in respect of your personal information. This includes the right to understand how we deal with your personal information (which is explained in this notice). You also have the right of access to the personal information that we hold about you and the right to correct

it if it is wrong. In certain circumstances, you may also have the right to ask us to delete or restrict how we use your personal information. This may mean that it is not possible for us to carry out work for you. If you have any concerns about how we use your personal information, we would like to discuss this with you and would ask you to contact us.

How long we keep your personal information

If we are carrying out, or have carried out, work for you or at your premises, we will retain your personal information for an indefinite period following the project. This will depend on the nature and scale of the project (small works for 1-2years, large projects indefinitely). This is so that we can comply with our legal obligations to retain data or in case of any legal claim or to try to provide you with information about the work that we carried out. If you need it in the future.

If we have provided a quotation for some work for you, but you have not asked us to carry out the work, we may retain your personal information, the details of your enquiry and the project, and our quotation for up to 8 years following the date of the quotation, after which time we securely delete those records.

How to complain about how we are handling your personal information

If you wish to make a complaint about how your personal data is being processed by us, you have the right to complain. You can complain to us by writing to Martin Brown, Sherlock & Neal Ltd, Ashmores Yard, Horsham Road, Rusper, West Sussex, RH12 4PR or by phoning 01293 871343 or by emailing info@sherlockneal.co.uk. Alternatively, you can complain to the Information Commissioner. The Information Commissioner's details are: **ICO**, Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>

If you would like to discuss any aspect of how we deal with your personal information, please contact Martin Brown.