

## **Privacy policy**

We collect certain information or data about you when you use this website.

We collect:

- questions, queries or feedback you leave, including your email address if you contact us
- your email address and subscription preferences when you sign up to our email alerts, and how you use our emails - for example whether you open them and which links you click on
- your Internet Protocol (IP) address, and details of which version of web browser you used
- information on how you use the site, using cookies and page tagging techniques

This data can be viewed by authorised people in this organisation to:

- improve the site by monitoring how you use it
- gather feedback to improve our services, for example our email alerts
- respond to any feedback you send us, if you've asked us to
- send email alerts to users who request them
- allow you to access our services
- provide you with information about local services if you want it
- Where your data is stored
- We store your data on secure servers in the European Economic Area (EEA).

## **Keeping your data secure**

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk. We have procedures and security features in place to keep your data secure once we receive it.

## **Disclosing your information**

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

## **Your rights**

You can find out what information we hold about you, and ask us not to use any of the information we collect.

If you've signed up for email alerts, you can unsubscribe or change your settings at any time by selecting the 'unsubscribe' link that appears in every email.

On our site, you can contact us and request information. The types of personal information you provide us with on these pages may include name, address, telephone, and email address.

We use your information to communicate with you. We will not disclose your personal data to other organisations, unless required for the provision of our services or required by the law. Sometimes we may need to give information to our agents and subcontractors for the purpose

of providing our services. In these circumstances we always ensure that your information is held securely.

We will use all reasonable efforts to safeguard your personal information. However, the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you, or to you, via the internet. Accordingly, please keep the amount of confidential information to a minimum and we will do the same when we reply.

Our website uses Google Analytics to monitor user activity. Cookies are stored on your computer to collect information about the general use of the site. This is statistical data about users' browsing actions and patterns, and does not identify any individual. We use this information to improve the content and the user experience of the Site.

In accordance with the Privacy and Electronic Communications Regulations 2011, we provide users with the opportunity to control the use of cookies on this Site. You may refuse to accept cookies by clicking "Decline" within the footer of the Site. Any cookies you accept can be deleted from your computer.

We will not, without your express consent, provide your personal information to any third parties for the purpose of direct marketing.

All of our employees and data processors that have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our visitors' personal data.

We have systems that protect our clients and ourselves against fraud and other crime. We may use your personal information to prevent crime and trace those responsible. We may check your details with fraud prevention agencies. If you give us false or misleading information and we suspect fraud, we will record this. We and other organisations may use and search these records to help us trace and prevent fraud and manage your accounts, or check your identity to prevent money laundering. With regards to money laundering checks we obtain documentation from you but also use a third party who carry out a variety of electronic checks to identify you.

For any enquiry or concern about our privacy policy, or to request access to your personal data please contact our Data Protection Officer Ms Helen Kitchen at [helen.kitchen@hslconstruction.com](mailto:helen.kitchen@hslconstruction.com).

Under the General Data Protection Regulation 2018, you are entitled to request a Subject Access Request. We will then have to provide you with a readable copy of the personal data which we keep about you, within 30 days of receiving your request. Evidence or proof of your identity (for example, a passport or driver's licence and current utility bill) will be required before any processing of such a request begins.