

## Introduction

This policy sets out how Chas Berger Limited manages your personal information, including when and why it is collected, used and disclosed and how it is kept secure. Chas Berger Limited respects your privacy and is committed to protecting your personal data. This Policy complies with the General Data Protection Regulations ("GDPR") which covers the EU and the Data Protection Act 2018 ("DPA"), together "the Data Protection Laws".

You will find our contact details at the end of this policy which you can use if you have any questions, including how to update or access your personal information or to make a complaint.

This policy may change, so please check this page from time to time to ensure that you are happy with any changes. Please see 'Changes to this policy' in Section 11.

It is important that you read this privacy notice, so you are fully aware of how and why we are using your data.

## Who we are

Chas Berger Limited is a construction company based in Bishop Stortford. Whenever you deal with Chas Berger Limited, we may be the 'controller' of your personal information or the 'processor' with whom your information has been shared. A 'controller' is a company that decides why and how your personal information is processed. As the 'processor' your information has been supplied by a public authority, agency or other body which processes personal data on behalf of the controller. As the 'processor' we act on behalf of the relevant controller and under their authority.

Where this policy refers to "we", "our" or "us" below, unless it mentions otherwise, it is referring to Chas Berger Limited that is the controller and processor of your personal information.

## Section 1 - How and what personal information we collect

We may collect and process the following personal information about you:

- **Personal information you give to us:** This is information about you that you give to us by entering information via our website or social media or information freely available via portals, by corresponding with us by telephone, email or otherwise and is provided entirely voluntarily. The information you give to us includes your name, contact details (such as telephone number, email address, address and payment account details), enquiry details and your opinion of our products or services. Information about future projects for which we may choose to bid, contact details of past, existing and potential sub-contractors for contractual or estimating purposes.
- **Personal information of residents:** This is supplied to us to fulfil the contract for operational purposes.

You may also provide us with the following data which we may collect, use, store and transfer about you which we have grouped together as follows:

- **Transactional Data** includes details about payments to and from you and other details of products and services you have purchased via us.
- **Technical Data** includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website.

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Please see 'How we use your personal information' in Section 2 for details of the purposes for which we use the personal information we obtain from these sources and the legal basis on which we rely to process that information. The remaining provisions of this policy also apply to any personal information we obtain from these sources.

## Section 2 - How we use your personal information or the information of others you provide

### Where you have provided **CONSENT**

We may use and process your personal information where you have consented for us to do so for the following purposes:

- to share your personal information with sub-contractors and suppliers;
- to supply quotes you have specifically requested from us; or to receive quotes we have requested from you;

You are entitled to the right of access to review, update and withdraw your consent for any of the information we hold for you. Please see 'Your Rights' in Section 6 for further details.

### Where required to perform a **CONTRACT** with you

We may use and process your personal information where it is necessary for the performance of a contract with you or in order to take steps at your request before entering into a contract with you including for the following purposes:

- to share your personal information with sub-contractors and suppliers to fulfil our obligations;
- to supply quotes you have specifically requested from us; to receive quotes we have requested from you;
- to contact you via email, post or telephone with services which may be of interest to you;
- to invoice products and/or services and for payments of products and/or services;

### Where required to comply with our **LEGAL OBLIGATIONS**

We will use your personal information to comply with our legal obligations including:

- to assist HMRC, the Police, or any other public authority or criminal investigation body;
- to perform due diligence when entering into a contract;
- to verify the accuracy of data that we hold about you.

### Where there is a **LEGITIMATE INTEREST**

We may use and process your personal information where it is necessary for us to pursue our legitimate interests as a business for the following purposes:

- for market research in order to continually improve the products and services that we deliver to you;
- in order to fulfil any regulatory requirements in which we are required to adhere;
- to undertake credit checks for finance to comply with internal sales procedures;
- to create a better understanding of you as a customer;
- as a requirement for meeting our contractual terms with any of our customers or suppliers;
- to enforce or protect our contractual or other legal rights or to bring or defend legal proceedings;
- for general administration including managing your queries, complaints, or claims, and to send service messages to you;

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- to provide quotes, process orders, payments, tender purposes;
- to conduct due diligence / background checks that are mandated by legislation or Chas Berger Limited internal policies and practices;
- for the purposes of the supply of products and services and support by contractors / service providers / business partners to Chas Berger Limited;
- to keep customers / service providers / business partners updated on changes to Chas Berger Limited's policies
- to evaluate and to improve the Company's services;
- to evaluate the products and services provided by suppliers / service providers / business partners to the Company;
- to facilitate attendance at events / functions organised.

### Section 3 - Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### Section 4 - Others who may receive or have access to your personal information

Our customers, suppliers and service providers

We may disclose your information to our third-party service providers, customers, potential customers, suppliers, sub-contractors, and other organisations for the purposes of providing services to us or directly to you on our behalf. Such third parties may include cloud services providers (such as website hosting and email management), administrative services or other third parties who provide services to us.

When we use third party product or service providers, we only disclose to them any personal information that is necessary for them to provide their service and they too have a legal obligation that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

Other ways we may share your personal information:

We may transfer your personal information to a third party as part of a sale of some or all of our business to any third party or as part of any business restructuring or reorganisation. We may also transfer your personal information if we're under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, to enforce or apply the terms of our contracts or to protect the rights, property or safety of our visitors and customers.

However, we will always take steps with the aim of ensuring that your privacy rights continue to be protected.

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## Section 5 - How long we keep your personal information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws and for warranty purposes.

We do not retain personal information in an identifiable format for longer than is necessary.

We may need your personal information to establish, bring or defend legal claims, in which case we will retain your personal information for at least 10 years after the last occasion on which we have used your personal information in one of the ways specified in 'How we use your personal information' in Section 2.

The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted in this section 5, or because we are required under the law (see Erasing your personal information or restricting its processing in Section 6); and
- in limited cases, the law permits us to keep your personal information indefinitely, provided we put certain protections in place.
- In certain circumstances our legitimate interests will require us to hold your data following the conclusion of any business between our parties as part of industry and regulatory requirements to hold this data.

## Section 6 - Your rights

Your 'data subject' rights:

You have a number of rights in relation to your personal information under data protection law. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received this information or, where no such information is required, after we have received your request.

### Accessing your personal information

You have the right to ask for a copy of the information that we hold about you by emailing or writing to us at the address at the end of this policy. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

### Correcting and updating your personal information

The accuracy of your information is important to us. If you change your name or address/email address, contact telephone number, account details, or you discover that any of the other information we hold is inaccurate or out of date, please let us know by contacting us.

### Withdrawing your consent

Where we rely on your consent as the legal basis for processing your personal information, as set out under 'How we use your personal information' in Section 2, you may withdraw your

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consent at any time by contacting us using the details at the end of this policy. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

Objecting to our use of your personal information and automated decisions made about you

Where we rely on our legitimate business interests as the legal basis for processing your personal information for any purpose(s), as in under 'How we use your personal information' in Section 2, you may object to us using your personal information for these purposes by emailing or writing to us at the address at the end of this policy. Except for the purposes for which we are sure we can continue to process your personal information, we will temporarily stop processing your personal information in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise, we will provide you with our justification as to why we need to continue using your data.

You may object to us using your personal information for direct marketing purposes and we will automatically comply with your request.

Erasing your personal information or restricting its processing

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

You may also ask us to restrict processing your personal information in the following situations:

- where you believe it is unlawful for us to do so,
- you have objected to its use and our investigation is pending or you require us to keep it in connection with legal proceedings.

In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

Complaining to the UK data protection regulator

You have the right to complain to the Information Commissioners Office (ICO) if you are concerned about the way we have processed your personal information. Please visit the ICO's website for further details.

## Section 7 - Security / Links

Security measures we put in place to protect your personal information:

Emails are encrypted and sensitive information password protected. Systems are access controlled and wipeable remotely.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information whilst in transit to our website and any transmission is at your own risk.

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## Section 8 - If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you or your organisation and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

## Section 9 - Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website. They allow information gathered on one web page to be stored until it is needed for use on another. Allowing a web site to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If you choose not to use cookies or you prevent their use through your browser settings, you will not be able to use all the functionality of our website.

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website
- to keep you signed in our site
- to record your answers to surveys and questionnaires on our site while you complete them
- to record the conversation thread during a live chat with our support team

### Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed into our website.

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### Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

## **Section 10 - Disclosure and sharing of your information**

### Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

### Third party advertising on our website

Third parties may advertise on our website. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects information about you when their advertisement is displayed on our website.

They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts.

We do not have control over these technologies or the data that these parties obtain.

Accordingly, this privacy notice does not cover the information practices of these third parties.

## **Section 11 - Changes to this policy**

We may review this policy from time to time and any changes will be notified to you by posting an updated version on our website and/or by contacting you by email. Any changes will take effect 7 days after the date of our email or the date on which we post the modified terms on our website, whichever is the earlier. We recommend you regularly check for changes and review this policy when you visit our website. If you do not agree with any aspect of the updated policy, you must promptly notify us and cease using our services.

### **Contact us**

If you have any questions, suggestions or complaints about the processing of your personal information or wish to contact us to amend/update your details within Chas Berger Limited, please contact us through one of the following formats:

Chas Berger Limited  
The Lodge,  
Thremhall Park  
Start Hill  
Bishop Stortford  
Hertfordshire  
CM22 7TD

Email: [admin@chasberger.co.uk](mailto:admin@chasberger.co.uk) / Telephone: 020 8357 3600

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