

## PRIVACY STATEMENT – EFFECTIVE FROM MAY 2018

Lockhart Garratt Ltd (LG) is committed to protecting your privacy and this statement sets out how we will use and protect any information that we collect from you or that you provide to us.

LG is registered with the Information Commissioners Office (ICO) as a data controller. Registration number: ZA349710

LG's registered office is 7-8 Melbourne House, Corbygate Business Park, Weldon, Corby, Northamptonshire, NN17 5JG.

This statement will be reviewed from time to time and may change as a result of this review.

### Data we may collect

We may collect or obtain the following personal, company or site information:

- Name and job title;
- Contact information including email address (we may also collect information that is available from your browser), landline and mobile number;
- Land registration reference numbers, for example SBI number, CPH number etc.
- Demographic information such as postcode, preferences and interests;
- Other information relevant to customers surveys/and or offers;
- Documents verifying qualifications or experience (in relation to sub-contractor/consultant agreements);
- Applications for roles we are recruiting, either on behalf of clients or ourselves;
- Photographs, videos and drone footage (taken during a site inspection or at our events);
- Bank details; and
- We may keep a record of any correspondence that you send to us.

The above may be collected or obtained when:

- requesting a quotation;
- accepting our Terms of Business;
- attending an event or meeting;
- processing grant applications on your behalf;
- registering to receive marketing related communication;
- setting up a sub-consultant agreement;
- setting up Service Agreements with suppliers;

- adding contractors to our Approved Contractors List;
- taking part in LG client research projects;
- preparing onsite Risk Assessment; and
- payment is required from LG (suppliers only)

### **What will we do with the information that we gather?**

Your data will only be used for the purposes indicated when the data is submitted or collected.

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping;
- Invoice our clients;
- To process grant applications on our clients behalf;
- We may periodically send promotional emails about our services, industry and company updates and details of our upcoming events;
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise our service offer, website, social media platforms, and marketing activities according to your interests;
- Providing our clients, suppliers and contractors with the appropriate support, information and services in relation to any contractual obligations;
- To ensure that all approved contractors carry the required qualifications, and are fully insured to undertake any work on behalf of our clients;
- Prepare onsite Risk Assessments to protect our Consultants in relation to health and safety;
- Information provided in application forms, CV's and covering letters will only be used for the purpose of progressing a person's application, to assessing a person's suitability for a role or to fulfil legal or regulatory requirements as necessary;
- To confirm the identify of our employees and their right to work in the United Kingdom;
- To enable us to complete pre-employment checks;
- Where we have a legitimate contractual and business reason to survey relevant site locations to assist with the provision of services agreed with our clients;
- To share our success and news within the business and our wider network. Images, videos and drone footage may be used to promote the business, through marketing materials, website or social media. Authorisation from clients will be sought prior to the promotion of any specific site or project.

- Bank details to process payments such as salaries and supplier invoices.

### **Disclosure of your data**

We may share your data with any member of the Lockhart Garratt team.

- We will never sell your details to a third party;
- Where we outsource any of our business functions under which we collect or store your data, we will ensure that any such provider follows the same obligations of security with regards to your data as us.
- Where we are legally obliged to disclose or share your personal data in order to comply with any legal obligations, or in order to protect our rights, property, or safety of our employees, our clients or others.
- LG is frequently asked by our clients for details of professional and trusted partners who they may do works with. The requirements of the GDPR from May 2018 require us to hold your permission to hold and share this information. Consent for sharing this information will be discussed on an individual basis and at the start of any contractual agreement. If at any time after your consent you no longer wish us to hold this information or share, please let LG know by contacting [vicki.sherbourne@lgluk.com](mailto:vicki.sherbourne@lgluk.com)

### **Where we store your data**

Data is held on a shared drive, on a physically secure local server with appropriate restricted access and electronic procedures. The data on the server is backed up with a third-party data security company 'Teknet'. Your information will not be transferred outside of the European Economic Area.

Hard copies of some historical data are also held in our archived filing cabinets, situated at 7 Canberra House, Corbygate Business Park, Weldon, Northamptonshire, NN17 5JG, which is a security coded locked door, and an alarmed building to which there is restricted access.

We use Dotmailer.com as a marketing tool and database. Dotmailer.com have confirmed that they are GDPR compliant and currently comply with the data protection laws. A copy of their privacy statement can be [downloaded here](#).

LG staff may store information on their laptops and other secure remote access storage systems such as 'Dropbox' on a temporary basis whilst working remotely. Dropbox is designed with multiple layers of protection, including secure data transfer, encryption, network configuration and application-level controls distributed across a scalable, secure infrastructure.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

## **Retention of data**

We will not collect more information than we need to fulfil our stated purposes and will not keep it for longer than is necessary.

For applications of employment, this will be for a period of six months, after which the data will be securely destroyed.

Data held on historic clients, suppliers, contractors and sub-consultants will be held for 7 years, after which the data will be securely destroyed.

## **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We would usually inform you when we collect your contact details that we would wish to use your data for marketing purposes and ask for your consent. If you wish to change your mailing preferences or opt out of specific marketing communications then you may notify us using the contact details listed below.

## **Access to information**

You may request details of personal information that we hold about you. If you would like a copy of the information held on you, please write to the address listed below.

## **Accuracy**

We will take reasonable steps to ensure the accuracy of the information that we hold. If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible at the address listed below. We will promptly correct any information found to be incorrect.

### **Right to withdraw your consent**

If you no longer wish us to hold information on you, or no longer wish to receive communications from us, then you may unsubscribe from our mailing lists, by either clicking on the 'unsubscribe' link at the bottom of any marketing material we send you, or contact us using the details listed below.

### **Right to complaint**

Whilst we will always treat your information with respect and take all reasonable steps to keep that information safe, if you are concerned about any aspect of the way in which we control or process your data you may contact us using the details below.

This will not affect your right to lodge a complaint with the Information Commissioners Office should you wish to do so.

### **Contacting us**

If you have any questions, comments, information and requests relating to our privacy statement you can contact us via the following:

**Email:** [vicki.sherbourne@lgluk.com](mailto:vicki.sherbourne@lgluk.com)

**Telephone:** 01536 408840

**Address:** Victoria Sherbourne  
Marketing Executive  
Lockhart Garratt Ltd  
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