



## TEB Builders Limited GDPR & Privacy Policy

TEB BUILDERS LIMITED takes great care to preserve your privacy and safeguard any personal details you share with us. We aim to be clear when we collect your information and not do anything you wouldn't reasonably expect. This policy explains how we collect and use your personal information. Examples of your personal information would include your name, address and email address.

TEB BUILDERS LIMITED is a construction company. Any information we hold is used to keep our customers up-to-date works in progress, service the agreements we hold with them and from time to time to obtain feedback on TEB BUILDERS LIMITED's activities.

By using our website or providing us with your personal information you are agreeing to this policy.

This Privacy Policy only relates to personal information collected by us via our websites or from:

- purchasing goods or services from us
- completion of an feedback survey
- delivering services to you
- applying for a job
- phoning us
- writing to us
- sending us an email.

This Privacy Policy does not apply to personal information provided to us via any other website. Users should be aware that if they access other websites, using the links provided, these are outside our control. If you provide personal information to other companies, the privacy policies of those companies determine how the information is used and our Privacy Policy will no longer apply.

Please read this Privacy Policy carefully.

### **How do we collect information?**

We may collect information about you whenever you interact with us. For example, when you contact us regarding our activities, register on our websites, complete an enquiry form, order goods or services or engage with our social media accounts, you may specifically and knowingly provide us with your personal information. If your employer is a customer of TEB BUILDERS LIMITED we may receive information from them to enable us to contact you on their behalf to fulfil our service agreement with them.

In addition, we collect aggregated or anonymous information about the services you use and how you use them, like when you visit our website or view and interact with our content.

### **What information do we collect?**

When you interact with us, we may ask you to provide us with your name, job title, address, email address, telephone number and areas of professional interest. As a provider of business to business goods and services, TEB BUILDERS LIMITED would not ordinarily require you to provide us with any personal sensitive information, for example regarding your health or marital status.

We may collect some, or all, of this information when you visit our website, depending on how you use it. We also monitor how people use our website so we can improve it. However, you can use our website without giving us any personal information. If you visit our site anonymously, we may however still record information about:

- the areas of the website visited
- the amount of time spent on the site
- whether you are new to the site, or have visited it before
- how you came to our website – for example, through a link in an email or a search engine
- the type of device, browser, network location and internet connection used
- specific actions taken on the website, for example downloading our information resources.

We do this by using cookies, which you can learn more about in the specific section below.

We may also receive information about you from third parties, such as credit reference agencies, who are legally entitled to disclose that information.

### **How do we use your information?**

We may use your information in several ways and for a number of purposes including:

- To provide you with information, products or services that you have requested from us (including request for a quote or pricing) or that we feel may be of interest to you where you have consented to being contacted.
- To provide you with information about our work or our activities where you have consented to receive communications from us
- For administrative purposes (for example, we may contact you regarding an existing works order or service we are contracted to deliver).
- For internal record keeping relating to any feedback or complaints
- To contact you where you have been identified as a contact person for an organisation (either a member or non-member), (if we obtain your contact details in this way, we will only use them to contact you in your capacity as a representative of that organisation)
- To analyse and improve the operation of our website
- To comply with legal and regulatory requirements

25 Suttons Lane. Hornchurch, Essex RM12 6RD

Telephone: 01708 472305

Fax: 01708 607 121

Email: [admin@tebuilders.com](mailto:admin@tebuilders.com)

Registered office: as above Registered Number: 1116067

VAT Registration Number 231 2380 08



## Marketing

We may use the information you have provided us with to contact you for marketing purposes by email if you have specifically provided your consent to for us to do so. We may also send you service communications via email, for example where you place an order for goods or services.

We promise to make all reasonable efforts to keep your details secure and as required by law, we will never share your details with other organisations to use for their own or marketing purposes.

As of 25th May 2018, TEB BUILDERS LIMITED will operate a consent-based approach to marketing activities. From this date, you will be specifically asked whether you consent to our contacting you for marketing and information services. If you decline to consent we will no longer contact you for marketing or information purposes.

You can withdraw your consent to be contacted by TEB BUILDERS LIMITED at any time. All of our communications provide a clear route for you to opt out and should you wish to change your communication preferences, you can do this at any time by emailing us.

## Sharing of your information

TEB BUILDERS LIMITED does not share or sell personal information about any member, collaborator or customer with third parties for the purposes of marketing.

TEB BUILDERS LIMITED may disclose your personal information to third parties when permitted by law including:

- with your consent
- to our suppliers in order for them to help us provide our services to you, this includes:
- our providers of customer relationship management services (which allows us, for example, to manage your account and services we are delivering)
- our provider of file storage and management services if you email us directly
- our payment services provider, to process your payment when you make a purchase

TEB BUILDERS LIMITED requires all subcontractors and suppliers with access to personal information collected or maintained by TEB BUILDERS LIMITED to demonstrate compliance with the relevant legislation.

- if we sell or buy any business or assets, in which case we may disclose your information to the prospective seller or buyer of such business or assets, provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy
- if all, or substantially all of our assets, are acquired by a third party provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy, in which case information held by us will be one of the transferred assets

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- if we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our Terms and other agreements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Holding and storing your information**

We retain personal information we collect from you where we have an ongoing legitimate business need to do so, for example, to provide you with a service you have requested, maintain copyright information, meet contractual research agreements, or to comply with applicable legal, tax or accounting requirements.

When TEB BUILDERS LIMITED has no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible. Where this is the case, TEB BUILDERS LIMITED will always aim to proactively delete or anonymise data within 12 months.

All information is stored on our secure servers.

We have put in place technical and organisational security measures to prevent the loss or unauthorised access of your personal information. However, whilst we have used our best efforts to ensure the security of your data, please be aware that we cannot guarantee the security of information transmitted over the Internet.

By giving us your personal information, you consent to us collecting and using that information in the ways that we describe in this privacy policy and / or that you have specifically consented to. Where we need your consent, we will always ensure that you are as fully informed as possible at the time on what we do with your information, with whom it may be shared and how long we will keep it. This is in line with the requirements of the relevant legislation. You can alter your preferences or withdraw your consent at any time as described below.

### **Job applicants and current and former employees**

If you apply to work at TEB BUILDERS LIMITED, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside of TEB BUILDERS LIMITED, for example if we need a reference, we will make sure we tell you beforehand, unless we are required to disclose this information by law.

If you apply for a job opportunity we will also collect information so we can assess your suitability for the role.

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If you are unsuccessful in your job application, we will hold your personal information for a maximum of six months after we've finished recruiting the post you applied for. After this date we will destroy or delete your information.

If you begin employment with us, we will put together a file about your employment. We keep the information in this file secure, and will only use it for matters that apply directly to your employment.

Once you stop working for us, we will keep this file according to our record retention guidelines. You can contact us to find out more about this.

### **Your rights and accessing your personal data held by TEB BUILDERS LIMITED**

You have a right to ask for copies of the personal information we hold about you, and details of how we use that information. If there are any discrepancies in the information we provide, please let us know and we will correct them.

You can also update your personal information or change your preferences for communications by accessing your online account on the relevant TEB BUILDERS LIMITED website.

You have a right to be 'forgotten' by TEB BUILDERS LIMITED. This will involve us identifying and deleting all data held about you by us and any suppliers we use to provide services to you and process our data, where this does not affect TEB BUILDERS LIMITED's ability to comply with applicable legal, tax or accounting requirements.

We will always acknowledge your request within 5 working days and respond as fully as possible within one month of receipt. Where the request is complex we will always seek to fully respond within two months. We reserve the right to charge a fee for unfounded and excessive requests.

In certain circumstances (e.g. where required or permitted by law) we might not be able to provide you with access to some of your personal information, but where appropriate we will notify you of the reasons for this.

You have a right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority.

### **Payment card information**

If you use your credit or debit card to buy something or pay to register your place at an event online or over the phone, we will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard.

This is the international standard for safe card payment processes. Our online payment solutions are carried out using a 'payment gateway' which is a direct connection to a payment

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service provided by a bank. This means that when you input card data into the payment page, you are communicating directly with the bank and the bank passes your payment to us. This means that your payment card information is handled by the bank and not processed or held by us.

Following the completion of your transaction, we do not store your credit or debit card details. All card details and validation codes are securely destroyed once the payment has been processed. Only staff authorised and trained to process payments will be able to see your card details.

If we receive an email containing any credit or debit card details, it will be immediately deleted, no payment will be taken and you will be notified about this.

We use SagePay as our payment gateway and you can find out more about this [here](#).  
Cookies

Cookies are small, often encrypted text files, located in your browser directories. They are used by web developers to help users navigate their websites efficiently and perform certain functions. Due to their core role of enhancing/enabling usability or site processes, disabling cookies may prevent users from using certain websites. There are different types of cookies, each used to do different things such as allowing you to navigate between pages on a website efficiently, remembering your preferences, or storing your username, account passwords or the contents of your shopping cart.

Most web browsers automatically accept cookies but you can disable this function by changing the settings in your browser. To find out more about cookies including what they are, how to control them or how to delete them, please visit [www.aboutcookies.org](http://www.aboutcookies.org).

### **Contacting TEB BUILDERS LIMITED**

The Data Controller for TEB BUILDERS LIMITED is Jamie Furness, Company Director.

If you have any questions, comments or complaints about this Privacy Policy, please contact us using the details below:

TEB BUILDERS LIMITED  
FAO: Data Controller  
TEB Builders Limited  
25 Suttons Lane  
Hornchurch  
Essex  
RM12 6RD

Office: 01708 472305  
Mobile: 07940229144

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## Changes to the privacy policy

We may update or amend this Privacy Policy from time to time, to comply with law or to meet our changing business requirements. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Any updates or amendments will be posted on the website.

By continuing to use our website you will be deemed to have accepted such changes.

**This policy was last updated on 18 June 2018.**

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