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| <b>Convey Bros</b>      | <b>Date: 17<sup>th</sup> January 2024</b> |
| <h1>Privacy Policy</h1> | <b>Issue No. 7</b>                        |
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## Introduction

CONVEY BROS are committed to a policy of protecting the personal information of individuals, our staff and customers or potential customers in accordance with The General Data Protection Regulation (GDPR).

Ensuring the privacy of your personal information is very important to us. Our Privacy Policy outlines the information we collect about you, how we use the information, disclose and otherwise manage and keep this information secure.

This Privacy Policy applies to information received through our web-site, e-mail, telephone and mail. Our policy also identifies how to access and amend any of your personal data that we hold and the choices you have to restrict our usage of this information. Aside from helping us deliver our service, the information you share with us means you'll receive a more personalised and quality service.

Please read our policy carefully and contact us, if you have any questions or concerns about our privacy practices.

## What information do we collect

Generally, we collect your information when you decide to interact with us. This could include taking out a contract with us, registering an interest for a quotation online, by phone or in person or if you sign up to receive emails and newsletters from us.

We only collect the information that's necessary to carry out our business, provide the particular service you've requested and to keep you informed. There are occasions when you can choose not to give us certain information, but this may limit the level of personalisation we offer, eg you may not receive information about new services available.

By 'information,' we mean personal information about you that we collect, use, share, store and transfer in physical and electronic form.

In order to carry out our business, we collect data in relation to personal details such as:

- Names
- Addresses
- Telephone numbers
- Email addresses
- Employment details
- Education and qualification history
- Health Information (where necessary)
- Financial details

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| <b>Authorised By:</b> | <b>Paul Convey</b> | <b>Date: 17<sup>th</sup> January 2024</b> | <b>A</b>        |

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In order to carry out our business we handle personal data from a range of individuals.

This includes:

- Staff
- Suppliers
- Subcontractors
- Consultants and other professional experts
- Former and potential members of staff
- Business or / other contacts

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

We use your information in the following ways:

#### **Identity & Contact Information**

- to deliver our services to you
- to send you service messages by email, SMS or otherwise, such as order updates
- to create and manage your service account
- to provide customer care and support
- to provide you with marketing
- to communicate with you

#### **Financial Information**

- to take payment, and give refunds
- for fraud prevention and detection

#### **Transaction Information**

- to provide services and products you order to you
- to provide customer care and support
- to find out what you, and other customers, like

#### **Technical & Usage Information**

- to improve our Web-Site
- to keep our Site safe and secure
- to find out what you, and other customers, like

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**Profile Information**

- to find out what you, and other customers, like
- to make suggestions and recommendations to you about goods or services that may be of interest to you

**Marketing and Communications Information**

- to send you information by email, SMS, post, about our products and services

**Contact History**

- to provide customer care and support
- to train our staff

**What legal basis do we have for processing your personal data**

Our processing of your personal information is necessary:

- for the performance of **contracts** to which you will be a party to and in order to take steps at your request prior to you entering into those contracts;
- for the purposes of **legitimate interests** pursued by us;
- in order to comply with a **legal obligation** to which we are subject.

In relation to any processing of special categories of personal information such as information about your health, we will generally rely on obtaining specific consent from you at the time unless there is otherwise a legal requirement for us to process such information.

*Legitimate interests*

Where our processing is based on the legitimate interest grounds described above, those legitimate interests are: (i) collecting personal information to provide you with a smooth and efficient customer experience; (ii) running our business; (iii) to provide the products and services you have requested; (iv) to prevent fraud; and (v) for our own marketing, research and product development.

**When do we share personal data**

We will treat personal data confidentially. As expressly set out in this policy we will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

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However, we share your information with the following categories of companies as an essential part of being able to provide our products and services to you, as set out in this Privacy Policy:

- Companies that help us fulfil your contract such as hire companies
- MEWP suppliers
- Scaffold suppliers
- Sub-contractors

We may also share your personal information with:

- law enforcement agencies, other governmental agencies or third parties if we are required by law to do so;

**Data security**

Your privacy is important to us. We maintain reasonable administrative, technical and physical safeguards in an effort to protect against the loss, theft, unauthorised access, use, modification and disclosure of personal information in our custody and control. We have implemented measures in an effort to safeguard the personal information in our custody and control, including only providing access to personal information to employees who require such information.

**How do we secure personal data?**

We are committed to ensure data and personal data is secure. We use an internal peer to peer network for business data which is never exposed to the internet, however all computers still have internet security, anti-virus, firewall and malware protection. Both our database and payroll software which includes personal files are backup to a fireproof server daily and also to two portable Military grade flash devices that safeguard 100 percent of confidential data with 256-bit AES hardware-based encryption which are removed from our head office every day.

**How long do we keep your personal data for**

**Personal data is maintained for specific periods;**

Applicable employment and legal requirements: as required by law.

Contractual obligations: One year from end of contract.

Recruitment information. One year from interview date.

Employee personal information. One year from leaving date.

Paper documentation is shredded at the disposal date.

Electronic data is deleted at the disposal date.

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**Your rights in relation to personal data**

Convey Bros complies with the GDPR and as such every ‘data subject’ has the following rights;

At any time, you have the right:

- to request access to or a copy of any information which we hold about you
- to rectification of your information, if you consider that it is inaccurate
- to ask us to delete your information, if you consider that we do not have the right to hold it
- to restrict processing of your information
- to object to your information being processed in certain circumstances

Any request for access to or a copy of your information must be in writing and we will endeavour to respond within a reasonable period and in any event within one month in compliance with data protection legislation. We will comply with our legal obligations as regards your rights as a data subject.

**You have a right to lodge a complaint with a supervisory authority**

Although Convey Bros will aim to deal with any complaints directly you may contact the Information Commissioners Office (ICO) should you be unhappy with how Convey Bros handles personal data.

You can contact the ICO using the information located at <https://ico.org.uk/concerns/>

Or the helpline on 0303 123 1113.

**How to contact us**

Questions, complaints/comments and requests regarding this policy are welcomed and should be addressed to [info@conveybros.co.uk](mailto:info@conveybros.co.uk)

Tel: 0191 4820644

Or Post: CONVEY BROS 14 Hadrian’s Court Team Valley Trading Estate, Gateshead. Tyne & Wear, NE11 0XW

**Changes to this Policy**

Any changes we make to our Privacy Policy in the future will be updated on our Web-site.

This Privacy Policy was last updated on 17/01/2024.

Signed  Paul Convey partner.

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