



# Data Protection & Privacy Statement

Hazelgrove Services Ltd ("we", "us") is committed to protecting the privacy and security of those with whom we interact.

We recognise the need to respect and protect information that is collected or disclosed to us (called "Personal Information" explained below).

This notice is intended to tell you how we use your Personal Information and describes how we collect and use your Personal Information during and after your relationship with us, in accordance with applicable Data Protection Laws.

## 1. WHO WE ARE

Hazelgrove Services Ltd are a chartered builder providing expert domestic and commercial building advice, solutions and workmanship, high quality project management, cost advice, surveying and specialist insurance reinstatement work.

Hazelgrove is committed to handling data fairly and lawfully and takes its data protection obligations seriously. Hazelgrove ensures that it processes Personal Information in compliance with applicable data protection laws, including, without limitation, the General Data Protection Regulation 2016/679 ("GDPR").

## 2. WHAT IS PERSONAL INFORMATION AND WHAT PERSONAL INFORMATION DOES HAZELGROVE COLLECT ABOUT YOU?

### What is Personal Information?

For the purposes of this Data Protection Notice "**Personal Information**" consists of any information that relates to you, or your organisation and/or information from which you can be identified, directly or indirectly. For example, information which identifies you may consist of your name, address, telephone number, photographs, location data, an online identifier (e.g. cookies identifiers and your IP address) or to one or more factors specific to your physical, physiological, genetic, mental, economic, cultural or social identity. When we combine other information (i.e. information that does not, on its own, identify you) with Personal Information, we treat the combined information as Personal Information.

### What Personal Information does Hazelgrove collect?

We provide a range of services to businesses and personal clients. We aim to process data, whether personal data or not, only to the extent necessary for us to provide our clients with our services and for other agreed purposes.



### **Personal Clients**

If you are a personal client, personal data that we may process may include contact information, information about your business activities; and financial information such as that relating to your income, expenses, taxation and bank details.

In most cases, your personal data will have been provided to us by you. However, with your consent, or if it is necessary to provide you with our services, we may have obtained your personal data from a third-party source.

### **Third parties connected to clients and suppliers**

We may process your personal data if you have a personal or business connection with any of our clients or suppliers. For example, you may be a family member, business partner, other adviser, supplier or transaction counterparty.

The data we process may include contact information, information about business activities, information about partners, directors, employees, information relating to employment remuneration and payroll, and financial information such as that relating to income, expenses, taxation and investments.

We may be given your personal data by our clients or suppliers, or by third parties acting on the instructions of a client or a supplier.

We ask our clients and suppliers to bring this privacy notice to your attention as soon as they become aware that we process your personal data.

### **Suppliers**

If you supply our business with goods or services, including subcontracted services that we supply to our clients, then we may process your personal information. However, we do so only to the extent necessary to contract with you.

In most cases, your personal data will have been provided to us by you. However, sometimes we use third parties such as credit rating agencies to make decisions regarding our relationship.

## **3. HOW IS YOUR PERSONAL INFORMATION COLLECTED?**



Hazelgrove collects information through you, for example, when you make enquiries with us or through an organisation that has asked us to be involved in a specific project, which involves you or your property.

Other information will be obtained during the course of your contract with us from you or third parties, such as your insurers, or surveying practices, or loss adjusters, to enable us to carry out the contracted duties. We also obtain information through the use of technology, such as Cookies, when you use our website. For more information about Cookies, please see the [Terms of use policy or Privacy and cookie policy](#) on the Hazelgrove website.

#### **4. HOW DO WE USE YOUR INFORMATION?**

We may use the Personal Information we collect for the following purposes –

##### **Marketing communications**

Hazelgrove may (but rarely do) use your Personal Information to send you marketing communications by mail, telephone or email. This is necessary for the purposes of the legitimate interests pursued by us, for example, to keep our customers updated about products that they might be interested in. For situations where you are purchasing goods and services from us, this is for the performance of the contract with you. For further information on this, see the 'Your Choices' section of this Data Protection and Privacy Statement.

##### **Information we process because we have a contractual obligation**

We may process personal information when a contract has been formed with our business and processing is necessary to carry out our obligations under that contract, or when processing personal data is necessary to form a contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

#### **5. TO WHOM DO WE DISCLOSE YOUR INFORMATION?**

We may share your information with third parties such as accountants, legal teams, regulators and other professional bodies such as the local authorities.

We may also share your information where we outsource certain functions, including selected associates whom we consider may provide services or products you would find useful or to help fulfil a contract but not limited to, our payroll and assessment service providers and other service products



that we use. We would do this, for the effective performance of your contract with us, and for our legitimate interests.

We may also disclose Personal Information to establish, exercise or defend our legal rights including providing information to others and/or in connection with any ongoing or prospective legal proceedings. We may also disclose Personal Information to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that Personal Information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that Personal Information.

We never sell any of your Personal Information to third parties.

## **6. WHAT DO WE DO TO KEEP YOUR INFORMATION SECURE?**

We have put in place appropriate physical and technical measures to safeguard the Personal Information we collect in connection with our services. In addition, we limit access to your Personal Information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your Personal Information on our instructions and they are subject to a duty of confidentiality. However, please note that although we take appropriate steps to protect your Personal Information, no website, product, device, online application or transmission of data, computer system or wireless connection is completely secure and therefore we cannot guarantee the security of your Personal Information.

### **Cloud Server**

Hazelgrove store all their information including project files on an online cloud server which is one of the most secure methods of data storage.

More information can be found at <https://www.egnyte.co.uk/gdpr/resources.html>

## **7. DATA RETENTION – HOW LONG WE WILL STORE/KEEP YOUR PERSONAL INFORMATION**

Hazelgrove retains Personal Information for as long as necessary to fulfil the purposes for which your Personal Information has been collected as outlined in this Data Protection and Privacy Statement unless a longer retention period is required by law. When your Personal Information is no longer required for the purpose it was collected or as required by applicable law, it will be deleted and/or returned to you in accordance with applicable law.

## **8. ACCESSING YOUR PERSONAL INFORMATION AND OTHER RIGHTS YOU HAVE**

Hazelgrove will collect, store and process your Personal Information in accordance with your rights



under any applicable Data Protection Laws. Under certain circumstances, you have the following rights in relation to your Personal Information:

I. Subject Access - you have the right to request details of the Personal Information which we hold about you and copies of such Personal Information.

II. Right to Withdraw Consent – where our use of your Personal Information is based upon your consent, you have the right to withdraw such consent at any time. In the event you wish to withdraw your consent to processing, please contact us using the details provided in clause 15 below.

III. Data Portability – you may, in certain circumstances, request us to port (i.e. transmit) your Personal Information directly to another organisation.

IV. Rectification – we want to ensure that the Personal Information about you that we hold is accurate and up to date. If you think that any information we have about you is incorrect or incomplete, please let us know. To the extent required by applicable laws, we will rectify or update any incorrect or inaccurate Personal Information about you.

V. Erasure ('right to be forgotten') - you have the right to have your Personal Information 'erased' in certain specified situations.

VI. Restriction of processing – you have the right in certain specified situations to require us to stop processing your Personal Information and to only store such Personal Information.

VII. Object to processing – You have the right to object to specific types of processing of your Personal Information, such as, where we are processing your Personal Information for the purposes of direct marketing.

VIII. Prevent automated decision-taking – in certain circumstances, you have the right not to be subject to decisions being taken solely on the basis of automated processing.

## **9. ENFORCING YOUR RIGHTS**

If you wish to enforce any of your rights under applicable Data Protection Laws, then please contact us on our details in clause 16 below.

We will respond to your request without undue delay and no later than one month from receipt of any such request, unless a longer period is permitted by applicable Data Protection Laws, and we may charge a reasonable fee for dealing with your request which we will notify to you. Please note that we will only charge a fee where we are permitted to do so by applicable Data Protection Laws.

### **Complaints**

If you are concerned that we have not complied with your legal rights under applicable Data Protection Laws, you may contact the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk)) which is the data protection regulator in the UK, which is where Hazlegrove Services Ltd is located. Alternatively, if you are based outside the UK, you may contact your local data protection supervisory authority.



## **10. THIRD-PARTY LINKS AND PRODUCTS ON OUR SERVICES**

Our websites, applications and products may contain links to other third-party websites that are not operated by Hazelgrove, and our websites may contain applications that you can download from third parties. These linked sites and applications are not under Hazelgrove's control and as such, we are not responsible for the privacy practices or the content of any linked websites and online applications. If you choose to use any third-party websites or applications, any Personal Information collected by the third party's website or application will be controlled by the Data Protection Notice of that third party. We strongly recommend that you take the time to review the privacy policies of any third parties to which you provide Personal Information.

## **11. COOKIES**

### **What are cookies?**

Hazelgrove as well as certain other third parties that provide content, advertising, or other functionality on our Services, may use cookies and other technologies, including web beacons, action tags, pixel tags. Cookies are small text files that can be read by a web server in the domain that put the cookie on your hard drive. Cookies are assigned to and stored in a user's internet browser on a temporary (for the duration of the online session only) or persistent basis (cookie stays on the computer after the internet browser or device has been closed). Cookies collect and store information about a user's preferences, product usage, content viewed, and registration information which allows Hazelgrove to provide users with an enhanced and customised experience when engaging with any of our services.

### **Further information on cookies**

For further information on what cookies are, how Hazelgrove and other third parties use them, and for details of how cookies can be disabled, please see our [Cookie Policy](#).

## **12. YOUR CHOICES (E.G. MARKETING RELATED EMAILS OR OTHERWISE)**

Hazelgrove may use your Personal Information (such as your contact details (e.g. name, address, email address, telephone number)) to send you marketing-related correspondence related to our goods and services, in accordance with your email and contact preferences. When we process your Personal Information for marketing purposes, we do so on the basis that it is in our legitimate interests to do so, or in the case of our email notification service, that it is necessary to perform our contract with you.

We do not share Personal Information with third parties for the third parties' marketing purposes.

We may also use your Personal Information to personalise and to target more effectively our marketing communications to ensure, to the extent possible, that any marketing-related



correspondence is relevant to you.

To opt out of receiving marketing-related correspondence from Hazelgrove, update your preferences by emailing us at [Building@Hazelgroveservices.co.uk](mailto:Building@Hazelgroveservices.co.uk)

### **13. DATA PROTECTION OFFICER**

Contact: Simon Richmond-Knight

Position: Managing Director

Address: Hazelgrove House, 2 Ash Grove, Bradfield Southend, Reading, Berkshire RG7 6HZ

Email: [Building@hazelgroveservices.co.uk](mailto:Building@hazelgroveservices.co.uk)

### **14. CHANGES TO THIS DATA PROTECTION NOTICE**

It is also important that you check back often for updates to the Data Protection and Privacy Statement, as we may change this Data Protection and Privacy Statement from time to time. The "Date last updated" legend at the bottom of this page states when the Data Protection and Privacy Statement was last updated and any changes will become effective upon our posting of the revised Data Protection and Privacy Statement.

We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. We will provide this notice by email or by posting a notice of the changes on our website.

### **15. CONTACT US / FURTHER INFORMATION**

If you have any queries at all in relation to your data and how we protect your data rights, please contact us:

Contact: Simon Richmond-Knight

Position: Managing Director

Address: Hazelgrove House, 2 Ash Grove, Bradfield Southend, Reading, Berkshire RG7 6HZ

Email: [Building@hazelgroveservices.co.uk](mailto:Building@hazelgroveservices.co.uk)

### **DOCUMENT HISTORY**

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