

Privacy notice – Customers - General Data Protection Regulations

This document has been prepared to inform our customers of the information we collect, what we do with it, and individual's rights in relation to their data.

Should you have any queries relating to the contents of this policy, or for any privacy queries, please contact us at info@calibrebsl.co.uk

What personal data do we process?

In order to fulfil our contractual requirements, it is necessary to collect and process information including; names, addresses, telephone numbers, email addresses, job titles, payment details, signatures and other task specific information provided to us. Without this we would be unable to deliver requested services.

Service Provision

During the course of our work we may be presented with a wide range of data relating to the services that we offer – this may include some personal and potentially sensitive information. Where relevant and necessary to the task this data will be collected to provide records and traceability of the service that we are performing.

Legitimate Interests

As a company pursuing commercial activities, we may sometimes need to process your data to pursue legitimate business interests, for example business development, website analytics, administrative purposes, prevention of fraud or reporting potential crimes, we will never process your data where these interests are overridden by your own interests.



Who do we share your information with?

Where it is necessary to support the fulfilment of contractual requirements, we have a legitimate business interest, or are legally obliged to do so, appropriate personal information may be shared with the following parties:

- business partners, for the delivery of specialist and ancillary services – where these services are not conducted directly by Calibre Building Services Ltd personnel
- Our suppliers (e.g. payment processing, software/data hosting, postal services), to support the delivery of our contracted services and business requirements
- External auditors and certification bodies (e.g. BSI) who verify the compliance and effectiveness of our management system processes
- Professional advisors, including legal and financial services, and any potential business investors
- Regulators and law enforcement agencies, where required to do so.

Our partners are based in the UK, and we undertake due diligence assessments to ensure the rights of individuals will not be compromised. The company will never sell your information to marketing agencies.

How long will we hold your data?

Personal data will be retained for no longer than is necessary or is contractually/legally required.

We will keep customer's information for the length of any contractual relationship you have with us, and after that for a suitable period to audit contractual fulfilment, to make contact for our legitimate interests, to evidence advice given in the event of any dispute or litigation, and to respond to any regulators.

Your data will be held securely in the UK.

What are your individual rights?

You have a number of rights with regards to your data, including the right to request access to and rectification/erasure of your personal data and the right to restrict/object to its processing. If you have provided consent for the processing of your data, you have the right to withdraw that consent at any time – but you should discuss this with us first, as this may have an impact on our contractual obligations.

If you believe that we have not complied with legal requirements in regards to your personal data, you have the right to lodge a complaint to the Information Commissioner's Office (www.ico.org.uk).

Should you have any further queries or concerns, please feel free to contact us on the email address above