**Swift Plant Ltd**

**Privacy Notice – Prospective and Existing Customers DGP008 V2.3**

# What is the purpose of this document?

Swift Plant Ltd (Swift Plant) is committed to protecting the privacy and security of your personal information. This privacy notice applies to our plant hire operations. (It does not apply to Albert Henry Interiors, a division of Swift Plant Ltd. Please note that a separate privacy notice for Albert Henry Interiors is available on www.alberthenryinteriors.co.uk)

This privacy notice describes how Swift Plant collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR).

It applies to all prospective and existing Customers.

Swift Plant Ltd is a "Data Controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to both prospective and existing Customers

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

# Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

**The kind of information we hold about you**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection.

We will collect, store, and use the following categories of personal information about you:

* Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses

# How is your personal information collected?

We collect personal information about prospective and existing Customers through the enquiry process, either directly from you or sometimes through our website or another property portal you may register with.

We may collect additional personal information while progressing the purchase of your home.

# How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to contact you.
2. Where we need to perform the contract we have entered into with you.
3. Where we need to comply with a legal obligation.
4. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest.

**Situations in which we will use your personal information**

* To process the purchase of your new home and manage any post occupation remedial works that may be required.
* To comply with health and safety obligations.
* To prevent fraud.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

# If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to communicate accordingly throughout the purchase and post purchase process.

# Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will make this available for you when you next visit our web site.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

# How we use particularly sensitive personal information

Swift Plant do not hold personal information that falls within this special category.

**Automated decision-making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not use automated decision-making.

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

# Data sharing

We may have to share your data with third parties, including third-party service providers and other entities in the group in-order to complete our services to you.

We require third parties to respect the security of your data and to treat it in accordance with the law. We may transfer your personal information outside the EU.

We have a Joint Controller Data Processing agreement with our parent company to support the processing of pre-defined business services.

If we do, you can expect a similar degree of protection in respect of your personal information.

**Why might you share my personal information with third parties?**

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

# Which third-party service providers process my personal information?

"Third parties" includes third-party service providers (including contractors, subcontractors, parts suppliers, employees, delivery agents, and designated agents) and other entities within our group. The following activities are carried out by third-party service providers:

* + Mechanical engineering support
  + Delivery of replacement parts
  + Delivery & distribution
  + Customer Satisfaction surveys
  + Updating prospective and existing Customers about promotional offers and events.

# How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

# When might you share my personal information with other entities in the group?

We will share your personal information with other entities in our group who provide IT Services to ourselves which permit us to compete or agreements and contracts with yourself.

# What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

# Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. 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. Details of these measures may be obtained from our Data Protection Offices (see contact details below).

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

# Data retention

**How long will you use my information for?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from our Data Protection Officer (see contact Details below). To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

# Rights of access, correction, erasure, and restriction Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

# Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

* **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
* **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
* **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
* **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact, Data Protection Officer in writing (see contact details below).

# No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

# What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

# Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact our Data Protection Officer (see contact details below). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

# Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will seek your confirmation via our web site so that you are aware of any updates. We may also notify you in other ways from time to time about the processing of your personal information.

# Data Protection Officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO (see contact details below). You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

If you have any questions about this privacy notice, please contact, Amanda Woodford, Data Protection Officer at [*dpo@swiftplant.co.uk*](mailto:dpo@swiftplant.co.uk%20) or at our address Leicester Road, Ibstock, Leicestershire, LE67 6HP.