



**BUILDING SERVICES
CONSULTING ENGINEERS**

MCA Consulting Engineers Ltd

Internet Privacy Policy

Signed:

Position:

Associate Director

Creation date:

June 2018

Privacy Policy

This notice sets out when and why we collect personal information about you; how we securely store it, how we use it and the conditions under which we may disclose it to third parties.

For contract clients, you should read this policy alongside our general terms and conditions of engagement which provide further information on confidentiality and data privacy.

This notice does not apply to any websites that may link to or from our website.

Who are MCA Consulting Engineers Limited?

Data is collected, processed and stored securely by MCA Consulting Engineers Limited and we are what is known as the 'data controller' of the personal information you provide us with.

Our Data Protection Officer (DPO) is Rebecca Rose who can be contacted by emailing mca@mcaltld.co.uk

Data collected from Children

Our website and services are not aimed at children. If you are a child and need further advice or explanation about how we would use your data, please ask a parent or guardian to email mca@mcaltld.co.uk

What information do we need?

The information we will request from you will depend on what you have asked us to do.

There are two types of personal data (personal information) that you may provide to us:

- Personal data is the general information that you supply about yourself such as your name, address, contact details, financial information, IP address etc.
- Sensitive personal data is, by its nature, more sensitive information and may include your racial or ethnic origin, religion, sexual orientation, political opinions, health data, trade union membership, philosophical views, biometric and genetic data.

In the majority of cases personal data will be restricted to basic information and information needed to communicate and carry out contracted work. It is highly unlikely we'll require more sensitive information. If more sensitive information is requested a full data protection impact assessment will be carried out.

Where does your information come from?

Information about you may be obtained from a number of sources; including but not limited to:

- Information you volunteer about yourself.
- Information you provide relating to someone else which should only be provided if you have their explicit permission to do so.
- Information may be passed to us by third parties in order that we can undertake work for you or on your behalf.
- Information obtained through interactions with our website for example, IP address.

Why is your data collected?

The main reason for asking you to provide us with your personal data, is to allow us to communicate with you or to enable the execution of a contract with you.

The following are some examples, although not exhaustive, of what we may use your information for:

- Verifying your identity
- Communicating with you
- Keeping financial records of transactions
- Seeking advice from third parties
- Responding to any complaint or allegation of negligence against us
- To improve your experience in interactions with our website

Who can access your data?

We have a data protection process in place to monitor the effective and secure processing of your personal data. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Generally, we will only use your information within MCA Consulting Engineers Limited. However there may be circumstances where we may need to disclose some information to third parties, for example:

- Technical and non-technical experts to obtain advice or assistance such as auditors or health & safety
- Contracted Suppliers
- External auditors or our Regulator
- Bank or Building Society; or other financial institutions
- Insurance Companies
- Any disclosure required by law or regulation; such as the prevention of financial crime and terrorism
- If there is an emergency and we think you or others are at risk

In the event any of your information is shared with the aforementioned third parties, we require that they comply, strictly and confidentially, with our instructions and they do not use your personal information for their own purposes unless you have explicitly consented to them doing so.

There may be some uses of personal data that may require your specific consent. If this is the case we will contact you separately to ask for your consent which you are free to withdraw at any time.

How do we protect your personal data?

We acknowledge that your information is valuable and we take all reasonable steps to protect it whilst it is in our custody.

We have high standards of technology and operational security in order to protect personally identifiable information from loss, misuse, alteration or destruction. Similarly, we adopt a high threshold when it comes to confidentiality obligations and both internal and external parties have agreed to protect confidentiality of all information; to ensure all personal data is handled and processed in line with our stringent confidentiality and data protection policies.

We use industry standard computer security safeguards such as firewalls, data encryption and annual penetration testing. We enforce, where possible, physical access controls to our buildings.

How long will we keep it for?

Your personal information will be retained, usually in computer files, only for as long as necessary to fulfil the purposes for which the information was obtained; or as required by law; or as long as is set out in any relevant contract you may hold with us.

What are your rights?

Under GDPR, you are entitled to access your personal data (otherwise known as a 'right to access'). If you wish to make a request, please do so in writing addressed to our Data Protection Officer, Rebecca Rose.

A request for access to your personal data means you are entitled to a copy of the data we hold about you – such as your name, address, contact details, date of birth but it does not mean you are entitled to the documents that contain this data.

Under certain circumstances, in addition to the entitlement to 'access your data', you have the following rights:

1. The right to be informed
2. The right to rectification
3. The right to erasure
4. The right to object
5. The right to restrict processing
6. The right to data portability
7. Rights in relation to automated decision making and profiling

For more detailed information in relation to your rights under GDPR please refer to the Information Commissioner's Office website: <https://ico.org.uk>

How can you complain about the way we process your personal data?

If you wish to raise a complaint relating to how we handle your personal data, you can contact our Data Protection Officer who will investigate further. Our Data Protection Officer is Rebecca Rose and you can contact her using the email address of mca@mcaltld.co.uk

If you are not satisfied with the response you receive or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Marketing data

We don't carry out direct marketing activity. If we decide in future to carry out direct marketing, the direct marketing communications will only take place with your explicit consent. We will never pass on or sell your details to a third party for marketing purposes without your explicit consent.