Privacy Policy

Introduction

MD Building Services Ltd is committed to ensuring that your privacy is protected. We ask you to read this Privacy Policy carefully as it sets out what personal data, we collect about you, how it will be used and who it could be shared with.

Who are we

In this Privacy Policy, "we", "us" and "our" refer to MD Building Services Ltd, The Malt House, Durnford Street, Bristol, BS3 2AW3, company registration number 3556815. For the purpose of UK data protection laws, MD Building Services Ltd is the data controller and processes and stores information in accordance with the data protection legislation of the UK and our own policies and procedures.

You find details of our Data Protection Office at the end of this policy

MD Building Services Ltd deliver housing maintenance, construction projects, electrical & renewable energy services on behalf of clients across the UK. The information we collect and process about you will depend on the services we provide to you.

This Privacy Policy applies to:

- The MD Group website
- General enquiries received via phone, post, email, online, social media or any other online media
- Services provided by MD Building Services Ltd
- People who may visit or use any of our offices or business systems

The personal information collected by us

We collect, process and store information about you in order to provide our maintenance and other services. The data that we collect may include:

- Identity data, such as your name and address
- Contact data, such as your email address and/or phone number(s)
- Document data, such as copies of passports, benefits statements, utility bills, medical records etc.
- Financial data, your bank details, payroll information tax code
- Photographic information including internal and external pictures of properties, ID photos
- Technical data linked to devices used to access our website, IP addresses, browser information, operating system
- Personal & family details such as contact details for your next of kin
- Preference data such as your preferences for receiving non-essential communication and marketing material from us
- Social media data, when you like or comment on our services on any of our social media accounts and have made that information publically available or available to us

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Special category data is data that is more sensitive so needs more protection. Where necessary and appropriate, we may collect special category information in order to provide our services and to comply with our legal obligations. Some of the special category information we collect within the scope of this privacy policy may include:

- Health information, for instance in order to assess and provide our services
- Access information, for instance information relating to vulnerable persons, disabilities, risks to our staff or other information that may affect our access to you or your property in order to provide our services

Information that we may collect directly include:

- Job vacancy applications
- Participating in events or activities organised by us or our business partners
- Organisations whom we are contracted to provide services for including, housing associations, local authorities, government bodies
- Next of kin and persons who may be approved to represent you under power of attorney authority or other persons acting in your interest
- Correspondence with you via phone, letter, email or otherwise

We may also be provided with information about or relating to you by third parties, including:

- Organisations who act on our behalf such as consultants, subcontractors,
- Professional organisations, solicitors, legal advisors, insurance companies and other professional bodies we may consult with
- Official bodies and public authorities who are not clients and require information but not limited to law enforcement agencies, the Health and Safety Executive, HM Revenue & Customs
- Social media organisations where you have allowed the information to be shared with us and information you have provided to the service or made public in connection with that service

We use the information provided to us to fulfil various duties and obligations as detailed below:

Legal Basis for the collection of data	**How we will use the data and why we need it**
Processing necessary for our legitimate business interests	To registers you a new tenant, service user or client and identify the services we need to provide
	The process and complete any job, work items or request to you as contracted by a third party
	To respond to your query, complaint, compliment, issue or any other matter raise with us directly or via an agent or client
	To process payments owed to us/and or related to the delivery of our services, including those provided via a third party such as a Housing Association or Local Authority and not with you as an individual
	For internal business processing and operations including but not limited to quality assurance, management information, audit, governance and financial processes
	To develop, improve and manage our websites
	To request feedback or customer satisfaction information relating to our performance of works and/or services
	To enable us to provide access to our offices and corporate systems

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For the performance of your contract with us	To deliver services to you as directly contracted with you
Where you give us consent	To invite you to workshops, seminars, conferences, client and tenant events and other events organised by us or our partners
To comply with our legal and regulatory obligations	To enable us to provide access to our offices and corporate systems
	Processing of information where the law requires us to do so
	To respond to claims, accident investigation and other legal procedures where we are required to provide information

We will only use your information for the purpose(s) it was collected for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose or where there is a legal requirement for us to use that information. We may process your information without your knowledge or consent only where this is required or permitted by law.

Who we share your information with:

In order to deliver our services and fulfil our legal obligations, we may share your information with:

Other companies, including but not limited to:

Radipole Mill Investments Ltd

Client organisations, with whom we are contracted to provide services on our behalf, including –

Housing Associations

Local Authorities

Government organisations

Private and Pubic schools, colleges, universities and other educational bodies

Commercial ventures and businesses

Individuals, whom you have agreed we should share information about you with or who are acting in your interest, such as your next of kin or power of attorney

Third Parties, instructed by us to provide services on our behalf, such as –

- Housing and care subcontractors
- Providers of IT services and IT hosting environments
- Organisations who conduct customer satisfaction and feedback services
- Our professional advisors (including legal services providers, banks, auditors)
- Insurance companies and claims handling organisations
- Recruitment and HR service providers

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- Disclosure and Barring Service, Disclosure Scotland and similar vetting service providers
- Marketing and event management companies
- Communications and PR management companies
- Analytics, search engine analytics and other agencies who assist us in the improvement of our websites
- Our quality assurance assessors

Third parties with whom we are working to provide services or who we are a member body of or are connected to, including but not limited to -

- Chartered Institute of Housing (CIH)
- Construction Industry Training Board (CITB)
- Tenant rights organisations
- Apprenticeship organisations

Third parties who have a statutory duty or perform tasks in the public interest as set out in law, including but not limited to –

- Care Quality Commission, Care Inspectorate, Care Inspectorate Wales and other health and social care regulatory authorities
- Official bodies such as HM Land Registry and Companies House
- Health and Safety Executive
- Information Commissioners Office
- Law enforcement and other authorities who require reporting of processing activities in certain circumstances

Transfer of your information outside of the EEA

MD Building Services Ltd is a UK based business with operational bases in the UK only, none of the data we collect from you will be transferred to third European Economic Area (EEA). We will only instruct suppliers that can provide the same level of data security that we have here in the UK and we will ensure that appropriate safeguards are in place.

How long will your information be held for

We will keep your information for as long as is necessary to provide services to you, to fulfil our legitimate business interests or to meet our legal obligations. In order to meet our legal obligations, it maybe we need to keep your information even when you are no longer actively receiving services from us.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the information, the purposes for which we were originally processing it, the potential risk of harm from its unauthorised disclosure or loss and any legitimate interests or legal obligations its retention may be required to meet.

Your information will be kept in line with our Data Retention & Disposal Policy and internal procedures.

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Your rights

You have various legal rights in relation to the personal information that we collect and process:

- A right to access the information that we process about you, together with information about why and how we are using it, who we have shared it with and other information
- A right to ask us to rectify any information we hold about you that is inaccurate or incomplete
- A right to ask us to erase information if we no longer have a legal basis for processing or storing it (please note that this right can only be exercised in certain circumstances and, if you ask us to erase your information and we are unable to do so, we will explain why not)
- A right to ask us to restrict processing your information in certain circumstances
- A right to ask us to transmit ('port') information about you in a structured, commonly used and machine-readable format
- A right to object to us using particular information, or using it in a particular way
- A right to object to us using and storing your information for direct marketing purposes

If you would like to exercise any of the above rights, you can do so by contacting our Data Protection Officer via the contact details at the end of this privacy policy or by speaking to our local office or regular contact point. We may require you to provide proof of identity, address or other details. Where we are unable to fully action your request, we will explain why and outline any next steps.

For more information on your privacy rights under current data protection law, including the circumstances under which they apply, we recommend you visit the Information Commissioner's Office website at: www.ico.org.uk

Keeping your information secure

We take seriously the need to keep the personal information we process secure and have in place various organisational and technical measures to prevent information being accidently lost, stolen, accessed or disclosed in an unauthorised way. We limit access to your information to those with a genuine business need to see it so those processing your information will do so in an authorised manner and subject to a duty of confidentiality.

We maintain various industry standard security technologies and tools to prevent and detect unauthorised access and amendments to our systems, including firewalls and other perimeter devices, anti-virus and threat protection systems and email and internet security software.

We maintain policies and procedures to help ensure a consistent approach to security best practices and behaviors across our company, including keeping paper records safe, physically securing buildings, the safe transfer and handling of data and the secure use of our systems.

Unfortunately, the transmission of information via the internet is not completely secure and while we do our best to protect information you transmit to us via our websites and email, we cannot guarantee its security and transmission is at your own risk.

Get Safe Online (www.getsafeonline.org) provide more detailed information on how to protect your information and devices against fraud, identify theft, viruses and other online treats and is supported by HM government and leading businesses.

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How to complain

If you are concerned about any aspect of how we handle your personal information or your rights as outlined above, you can contact our Data Protection Officer on the details below. Alternatively, you can log a complaint directly with the UK's supervisory authority, the Information Commissioner. The address for the Information Commissioner's Office is:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website is available at: www.ico.org.uk

How to contact us

Our Data Protection Officer can be contacted by email at data.protection@mdgroupco.uk or via post by writing to The Data Protection Officer, MD Building Services Ltd, The Mal House, Durnford Street, Bristol, BS3 2A

Policy updates

This Privacy Policy was last updated on 02 August 2023. We may change this Policy from time to time and future changes will be published on our website.

I acknowledge I have read and understood the above.

Signed: …… **Date:** ……..

PRINT NAME: ……..