



## GDPR PRIVACY NOTICE

### **Data Controller (“the Company”):**

ABA Surveying Limited,  
The Lansbury Estate,  
SU5,102, Lower Guildford Road,  
Knaphill, Woking, Surrey. GU21 2EP

01483 797111

### **Controller’s Representative:**

Alan Barrow  
Managing Director

01483 797111

### **Purpose of this Privacy Notice**

The Company collects and processes your personal information, or personal data in order to manage the working relationship. This personal information may be held by the Company on paper or in electronic format.

The Company is committed to being transparent about how it handles your personal information, protects the privacy and security of your personal information and meets its data protection obligations and requirements under the General Data Protection Regulation (“GDPR”) and the Data Protection Act 2018. The purpose of this Privacy Notice is to inform you of how and why we will collect and process your personal information, including any data you may provide through our website, on social media or otherwise when you correspond with us e.g. to request a quotation, before, during and after any working relationship with the Company.

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

The Company does not need to appoint a Data Protection Officer under GDPR requirements but if you have any questions about this privacy notice, about how we handle your personal information or any requests to exercise your legal rights, in the first instance, please contact us via:

Wendy Vines, Office Administrator  
ABA Surveying Ltd,  
The Lansbury Estate,  
102, Lower Guildford Road,  
Knaphill, Woking, Surrey. GU21 2EP

01483 797111  
wvines@abasurveying.co.uk

## **Changes to the privacy notice and your duty to inform us of changes**

This privacy notice was last updated on **29th May 2020**.

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

### **Third party links**

The Company website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third party websites and are not responsible for their privacy statements. When you leave our website we encourage you to read the privacy notice of every website you visit.

### **Data protection principles**

Under the GDPR there are six data protection principles that the Company must comply with. These provide that the personal information we hold about you must be:

1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

The Company is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

### **What types of personal information do we collect about you?**

Personal information is any information about an individual from which that person can be directly or indirectly identified. It doesn't include pseudonymised data i.e. where all identifying particulars have been replaced with artificial identifiers e.g. a name replaced with a unique number, or anonymised data where all identifying particulars have been removed.

There are also **Special Categories of Personal Data** and personal information on criminal convictions and offences which requires a higher level of protection because it is of a more sensitive nature. The Special Categories of Personal Data comprise information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data. The Company will only collect and process Special Categories of Personal Data and sensitive personal information when required to do so for lawful and legitimate purposes e.g. equal opportunities monitoring.

The Company may collect and process a range of personal information about you which we have grouped together as follows:

- Identity and Contact Data: including your first name, last name, address(es) (work and/or home), telephone number(s) work/and or home and/or mobile and personal and/or work e-mail address(es), gender and title/job title/profession
- Financial Data: including billing and bank account details

- Transaction Data: including details about payments to and from you and other details of products and services you have purchased from us
- Profile and Usage Data: feedback and survey responses, website usage
- Marketing and Communications Data: including your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

### **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product order or service you have with us but we will notify you if this is the case at the time.

### **How do we collect your personal information?**

The Company uses different methods to collect personal information from and about you including through:

#### **Direct interactions**

You may give us your identity, contact and financial information by corresponding with us in person, by post, phone, email or otherwise. This includes personal data you provide when you:

- Apply for a quotation
- Apply for our products and services
- Enter into a contract for products and services
- Pay for products and services
- Become an approved supplier
- Request information to be sent to you
- Give us feedback
- Use our website or social media

### **Why and how do we use (process) your personal information?**

We will only use your personal information when the law allows us to. These are known as the lawful bases for processing. We will use your personal information in one or more of the following circumstances:

- Contract: where we need to perform a contract for supply of goods and/or services that we are about

to enter into or have entered into with you

- Legal Obligation: where we need to comply with the law (not including contractual obligations)
- Legitimate Interests: where it is necessary for our legitimate interests (or those of a third party) and your interests and where your fundamental rights and freedoms do not override those interests.
- Consent: where you give clear consent to processing of your personal data for a specific purpose e.g. marketing but can be withdrawn
- Vital Interests: where we need to protect your vital interests (or someone else's vital interests) i.e. where the processing of personal information is necessary to protect someone's life
- Public Task: where processing is necessary to perform a task in the public interest or for official functions and the task or function has a clear basis in law

The purposes for which we are processing, or will process, your personal information are to:

- Register you as a potential and/or new customer
- To process your quotation
- To process and delivery your order including managing payments, fees and charges and to collect and recover money owed to us
- To manage our relationship with you which will include notifying you about changes to our terms of business and privacy policy etc, liaising before during and after any relationship regarding client job scope/requirements and job management reports/client feedback
- to administer and protect our operations and website
- to use data analytics to improve our products/services, marketing and customer relationships and experiences
- enable us to maintain accurate and up-to-date customer records and contact information
- comply with legal requirements and obligations
- enable us to establish, exercise or defend possible legal claims\*

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

### **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 you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

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.

### **Opting out**

You can require us or any third parties acting for us or to whom we have passed your marketing information to stop sending you marketing messages by contacting us at any time.

### **Who has access to your personal information?**

Your personal information may be stored in different places, electronically or physically in the Company's office and in other IT systems, such as the e-mail system and therefore may be shared internally within

the Company by members of staff but only if access to your personal information is necessary for the performance of their roles.

The Company may also share your personal information with third-party service providers (and their designated agents), including:

- professional advisers, such as lawyers and accountants

We may also need to share your personal information with a regulator or to otherwise comply with the law.

We may share your personal information with third parties where it is necessary to administer the contract we have entered into with you, where we need to comply with a legal obligation, or where it is necessary for our legitimate interests (or those of a third party).

### **How does the Company protect your personal information?**

The Company has put in place appropriate measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to only those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

Where your personal information is shared with third-party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own.

The Company also has in place procedures to deal with a suspected personal data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

### **For how long does the Company keep your personal information?**

The Company will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements.

To determine the appropriate retention period for personal information we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal information and whether we can achieve those purposes through other means and the applicable legal requirements.

Unless we have advised you otherwise, we may keep your personal data for as long as we deem it to be relevant or unless you advise us to delete it after completion of contract or if no contract is entered into after a quotation is produced.

Personal information which is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

In some circumstances you can ask us to delete your data.

In some circumstances we may pseudonymise or anonymise your personal information so that it cannot be associated with you for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

### **Your rights in connection with your personal information**

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes, e.g. you change your email/site address etc during your working relationship with the Company, so that our records can be updated. The Company cannot be held responsible for any errors in your personal information in this regard unless you have notified the Company of any relevant changes.

Subject to certain conditions and in certain circumstances, you have the rights under data protection laws in relation to your personal information which may include the right to:

- request access to your personal information - this is usually known as making a 'data subject access request' and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing e.g. it is no longer necessary in relation to the purpose for which it was originally collected. You also have the right to ask us to delete or remove your personal data where you have successfully exercised the right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information in the following circumstances: (a) you want us to establish the information's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it e.g. if you contest its accuracy and so want us to verify its accuracy.
- object to the processing of your personal information - this enables you to ask us to stop processing your personal information where we are relying on a legitimate interest (i.e. interest of the business or those of a third party) as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground, as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms on this ground.
- data portability - this gives you the right to request the transfer of your personal information to you, or a third party, so that you can reuse it across different services for your own purposes. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note: this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

In the limited circumstances where you have provided your consent to the processing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another legal basis for processing.

Further details of these rights can be found at [www.ico.org.uk](http://www.ico.org.uk).

If you wish to exercise any of these rights, please contact us via the details given at the end of this privacy notice.

We may need to request specific information from you in order to verify your identity and check your right to access your personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

We hope to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case we will notify you and keep you updated. We may also contact you to ask for further information in relation to your request to speed up our response.

If you believe that the Company has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

### **Transferring personal information outside the European Economic Area**

The Company (with your advance permission) may transfer your personal information or anonymised/pseudonymised personal information, to countries outside the European Economic Areas (EEA). The EEA are all the countries of the European Union plus Norway, Liechtenstein and Iceland. There is an adequacy decision by the European Commission in respect of Andorra, Argentina, Canada (commercial organisations), Faroe Islands, Guernsey, Israel, Isle of Man, Jersey, New Zealand, Switzerland, Uruguay and the USA (limited to the Privacy Shield Framework). Adequacy talks are ongoing with Japan and South Korea. This means that the countries to which we may transfer your personal information are deemed to provide an adequate level of protection for your personal information. However, to ensure that your personal information does receive an adequate level of protection, if it is transferred, with your advance permission, outside the EEA, the Company will require written guaranteed assurances that any third party will conform and strictly adhere to our GDPR Data Protection Policies and provide evidence that it operates to the same standards as the GDPR Data Protection Regulation 2018, before any transmittal.

See the European Commission website for further details on the adequacy of the protection of personal data in non-EU countries.

### **Automated decision making**

Automated decision making occurs when an electronic system uses your personal information to make a decision without human intervention.

No decisions will be taken about you based solely on automated decision making, including profiling. However, we will notify you in writing if this position changes.





## **Changes to this privacy notice**

The Company reserves the right to update or amend this privacy notice at any time, including where the Company intends to further process your personal information for a purpose other than that for which the personal information was collected, or, where we intend to process new types of personal information. We will issue a new privacy notice when we make significant updates or amendments. We may also notify you about the processing of your personal information in other ways.

## **Contact**

If you have any questions about this privacy notice or how we handle your personal information, please contact us via:

Wendy Vines Office Administrator  
ABA Surveying Ltd.,  
The Lansbury Estate,  
102, Lower Guildford Road,  
Knaphill, Woking,  
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