DE-WATERING SERVICES LIMITED.

PRIVACY NOTICE FOR CUSTOMERS, SUPPLIERS & CONTRACTORS

Alba Dewatering Services Limited ("Alba", "we", "us" or "our") is committed to protecting your privacy.

This Privacy Notice explains how we collect, use, store and share your personal information and your rights in relation to the information we hold about you.

Alba Dewatering Services Limited is the data controller for the personal information covered by this notice. We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

This notice applies to customers, prospective customers, suppliers, subcontractors, consultants, site contacts, professional advisers, website users and other individuals with whom we interact with in the course of our business.

What data do we collect and use?

We may collect and process information including, but not limited to:

- Personal, business and contact details.
- Customer, supplier, subcontractor, contractual and financial information.
- Project, site, delivery and site access information.
- Qualifications, training, competency and identification information where required.
- Vehicle, driver and other operational information.
- Correspondence and communications with us.
- Photographs, CCTV and other relevant images.
- Information submitted through our website.

We may collect personal information directly from you, from the organisation you represent, from customers, principal contractors, site operators, suppliers, subcontractors and other organisations involved in a project, or from publicly available sources where this is lawful and appropriate.

Why do we collect and use your information?

We rely on different lawful bases depending on why we process your personal information. These may include taking steps before entering into a contract, performing a contract, complying with a legal obligation or pursuing our legitimate interests. Where we rely on consent, you may withdraw it at any time.

We may collect and use personal information for purposes including, but not limited to, the following:

- Providing and managing our services, quotations, contracts and projects.
- Managing customer, supplier and subcontractor relationships, accounts and payments.
- Managing site access, competence, health and safety and security requirements.
- Protecting our people, premises, plant, equipment and other assets.
- Maintaining business records and complying with legal, regulatory and contractual obligations.
- Maintaining the security and effective operation of our business and IT systems.

Where personal information is required to take steps before entering into a contract, perform a contract, comply with a legal obligation, manage site access or provide our services, failure to provide it may prevent us from fulfilling the relevant requirement, delivering our services or arranging access to a site.

Special category and other sensitive information

In some circumstances, we may need to process more sensitive information, for example health or medical information relating to an accident, incident, health and safety matter or site requirement.

We may also process information relating to criminal offences or convictions where this is necessary and lawful, for example where required for particular site access or security arrangements.

Where we process special category personal information, we will identify an appropriate lawful basis and a separate condition for processing under data protection legislation. Where we process information relating to criminal convictions or offences, we will do so only where this is authorised by law and appropriate safeguards are in place.

How long do we keep your information?

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, taking into account applicable legal, contractual, insurance, accounting and regulatory requirements. Different categories of information are therefore retained for different periods. Further information about applicable retention periods is available from our Data Protection Lead.

Where information is no longer required, it will be securely deleted or destroyed in accordance with our data retention arrangements.

Will your information be shared?

Where necessary and lawful, we may share personal information with:

- Customers and project partners, including principal contractors, site operators and project management teams.
- Suppliers, subcontractors and other service providers involved in delivering our services.
- Professional and business service providers, including accountants, insurers, legal advisers, banks, IT providers and training or accreditation organisations.
- Government, regulatory and legal bodies, including regulatory authorities, law enforcement agencies, courts and tribunals.
- Other third parties, where sharing is necessary to fulfil our contractual or legal obligations or for the legitimate operation of our business.

Where we use third-party service providers to process personal information on our behalf, we take appropriate steps to ensure that the information is protected.

We may receive personal information from customers, principal contractors, site operators, suppliers, subcontractors and other organisations involved in a project where this is necessary to provide our services, manage site access or meet legal, contractual, health and safety or security requirements.

Some of our service providers may process personal information outside the United Kingdom. Where personal information is transferred internationally, we will ensure that appropriate safeguards are in place as required by applicable data protection legislation.

You may contact our Data Protection Lead for further information regarding the safeguards used for international transfers.

How do we protect your information?

We take appropriate technical and organisational measures to protect personal information against unauthorised access, accidental loss, destruction, alteration or disclosure.

Personal information is stored securely and access is restricted to those employees, contractors and service providers who require it for legitimate business purposes.

Employees who handle personal information are expected to comply with our data protection and information security requirements.

CCTV and video recording

CCTV may operate at our premises for health and safety, security, crime prevention and detection, the protection of our people, visitors and property, and the investigation of accidents, incidents or security concerns.

Our surveillance systems may also record audio. Where audio recording is used, it will only be processed where there is an appropriate lawful basis and where its use is necessary and proportionate.

Company registered vehicles may also be fitted with recording equipment, including dashcams, which may capture video and audio in connection with road incidents, security events and other relevant work-related activities.

Appropriate signage or notices will be displayed where recording equipment is in operation.

CCTV, dashcam, audio and other surveillance recordings will be retained only for as long as reasonably necessary for the purposes for which they were collected, unless they are required for the investigation of an accident, incident, complaint or suspected offence, an insurance matter, or to establish, exercise or defend legal claims. Access will be restricted to authorised persons, and recordings will be disclosed only where there is a lawful reason to do so.

Website and cookies

When you use our website, certain technical information may be collected through cookies or similar technologies.

Where applicable, further details about the cookies used on our website, their purposes and the choices available to you will be provided through our Cookie Policy and cookie-management facility.

Automated decision making

We do not currently make decisions about you that produce legal or similarly significant effects based solely on automated processing, including profiling.

What are your rights?

Depending on the circumstances, data protection legislation gives you rights in relation to your personal information. These may include the right to:

- Be informed about and access the personal information we hold about you.

- Request correction of inaccurate or incomplete personal information, or request deletion of your personal information where the right to erasure applies.
- Restrict or object to the way we process your personal information in certain circumstances.
- Receive the personal information you have provided to us in a structured, commonly used and machine-readable format, and request that it be transferred to another organisation, where the right to data portability applies.
- Withdraw consent at any time where we rely on consent to process your information.
- Raise a complaint about how your personal information has been handled.

These rights are subject to certain legal conditions and exemptions.

Contacting us

If you have any questions about this Privacy Notice, wish to exercise your data protection rights or have concerns about the way we are using your information, please contact:

Data Protection Lead
Alba Dewatering Services Limited
11 Watson Street
Burton-on-Trent
DE14 3AH

Telephone: 01283 585 700
Email: dpo@albadewatering.co.uk

Complaints

If you have concerns about how we collect, use or protect your personal information, please contact us in the first instance so that we have an opportunity to investigate. This does not affect your right to complain to the Information Commissioner's Office.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator, if you are dissatisfied with how we have handled your personal information or responded to your concerns.

Changes to this privacy notice

We may update this Privacy Notice from time to time to reflect changes to our business, our use of personal information or applicable legal requirements.

The latest version will be published on our website.