



DALE BUILDING MAINTENANCE LTD

PRIVACY NOTICE

Document Title: Privacy Notice

Organisation: Dale Building Maintenance Ltd

Version: 1.0

Review Date: Annually

1. Introduction

Dale Building Maintenance Ltd ("Dale", "we", "our" or "us") is committed to protecting the privacy and security of personal information. This Privacy Notice explains how we collect, use, store, disclose and protect personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to:

- Employees
 - Job Applicants
 - Agency Workers
 - Subcontractors
 - Customers
 - Suppliers and Contractors
 - Website Visitors
 - Other individuals whose personal data we process as part of our business activities
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2. Who We Are

Data Controller

Dale Building Maintenance Ltd

Registered Address:

Halden House

Cardiff Road

Taffs Well

CF15 7QD

Telephone: 03456033666



Email: info@dalemaintenance.co.uk

Website: www.dalemaintenance.co.uk

For data protection enquiries please contact:

Data Protection Contact

Email: dataprotection@dalemaintenance.co.uk

3. Personal Information We Collect

Depending on your relationship with us, we may collect:

Customer Information

- Name
- Business name
- Job title
- Address
- Email address
- Telephone number
- Site contact details
- Records of communications
- Contract information
- Payment and invoicing details

Employee Information

- Contact details
- Date of birth
- National Insurance number
- Emergency contact details
- Bank account details
- Salary and benefits information
- Right to work documentation
- Passport or driving licence details



- Employment records
- Training records
- Holiday and absence records
- Occupational health information (where applicable)
- Pension details
- Performance and disciplinary records

Recruitment Information

- CVs
- Application forms
- Employment history
- Qualifications and certifications
- References
- Right to work documentation

Supplier and Contractor Information

- Contact details
- Company information
- Qualifications and certifications
- Insurance details
- Bank details
- Contractual information

Website Information

- IP address
- Browser type
- Pages visited
- Usage data
- Cookies and related technologies

4. How We Collect Information



We may collect personal information directly from:

- You
 - Your employer
 - Recruitment agencies
 - Customers
 - Suppliers
 - Publicly available sources
 - Government agencies
 - Website cookies and analytics tools
 - Microsoft 365 systems used for business communication
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5. How We Use Personal Information

Customers

We process customer data to:

- Provide maintenance and building services
- Prepare quotations and contracts
- Manage projects
- Communicate regarding works
- Process invoices and payments
- Meet legal and contractual obligations

Lawful Basis

- Performance of a contract
 - Legitimate business interests
 - Legal obligations
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Employees

We process employee information to:

- Administer employment contracts



- Process payroll and pensions
- Manage benefits
- Perform health and safety obligations
- Manage training and competence
- Conduct performance management
- Meet legal and regulatory requirements
- Protect company assets and systems

Lawful Basis

- Employment contract
- Legal obligations
- Legitimate interests
- Explicit consent where required

Recruitment Applicants

We process applicant information to:

- Assess suitability for employment
- Verify qualifications
- Obtain references
- Conduct right-to-work checks
- Meet employment law requirements

Lawful Basis

- Legitimate interests
- Pre-contractual steps
- Legal obligations

Website Users

We process website information to:

- Operate and improve our website



- Analyse usage trends
- Maintain website security
- Respond to enquiries

Lawful Basis

- Legitimate interests
- Consent where required for non-essential cookies

6. Special Category Data

We may process sensitive personal information where necessary, including:

- Occupational health information
- Medical information relating to workplace safety
- Disability information
- Equality and diversity monitoring information

Such information is processed only when required by law, employment obligations or with appropriate safeguards.

7. Disclosure of Information

We may share personal information with:

- Customers and clients where required
- Payroll providers
- Pension providers
- Occupational health providers
- HR advisers
- IT support providers
- Microsoft 365 service providers
- Accountants and auditors
- Banks and financial institutions
- Insurance providers



- Regulatory authorities
- Law enforcement agencies

All third parties are required to maintain appropriate security and confidentiality arrangements.

8. International Transfers

Where personal information is transferred outside the United Kingdom, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations
- International Data Transfer Agreements (IDTAs)
- UK GDPR approved safeguards

9. Data Security

Dale Building Maintenance Ltd takes appropriate technical and organisational measures to protect personal information, including:

- Microsoft 365 security controls
- Multi-factor authentication
- Secure cloud storage
- Access controls
- Encryption where appropriate
- Regular system updates
- Staff training on data protection
- Secure document management procedures

10. Data Retention

Personal information will only be retained for as long as necessary.

Typical retention periods include:

Record Type	Retention Period
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Employee Personnel Files	6 years after employment ends
Payroll Records	6 years
Health & Safety Records	Up to 40 years where required
Recruitment Records	12 months
Customer Contracts	6 years after completion
Accounting Records	6 years
Website Analytics	Up to 26 months

Records may be retained longer where required by law or legal proceedings.

11. Your Rights

Under UK GDPR, individuals may have the right to:

- Access their personal information
- Correct inaccurate information
- Request deletion of information
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent where consent is relied upon

Requests should be submitted to the Data Protection Contact.

12. Automated Decision Making

Dale Building Maintenance Ltd does not routinely carry out automated decision-making or profiling that produces legal or similarly significant effects on individuals.

13. Cookies

Our website uses cookies to:

- Ensure website functionality



- Analyse website traffic
- Improve user experience

Users can manage cookie preferences through their browser settings and cookie consent tools.

A separate Cookie Policy may provide further information.

14. Complaints

If you have concerns about how your personal information is handled, please contact us first.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

Telephone: 0303 123 1113

15. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legal requirements or business practices. The latest version will always be available through our website and internal management systems.