



# Privacy Policy

January 2020



## Acivico Limited Privacy Notice

At Acivico we are firmly committed to respecting your privacy and complying with applicable data protection and privacy laws.

In this notice you'll discover exactly what information we collect from you and how we then use this to deliver our services, as well as your rights. It might not be something you're interested in, but it's really important you have a read and of course, let us know if you have any questions.

In this privacy notice, we aim to help you understand how we collect, use and protect your information when you visit/use our website and when you generally use our products and services. If you do submit personal information by ordering products, services or completing a web form registration, for example, you can be assured that we will only use your personal information for the purpose intended, as illustrated below.

### Purpose of processing

We collect, hold and use personal data to enable us to provide our services to you. These services include, but are not limited to: construction consultancy, building regulations, planning management, facilities management and building consultancy. The amount and type of information we hold on you depends on the services we are providing to you.

We will only ever ask for the information which is necessary for the particular service we are providing to you.

We process personal data for three main purposes:

- The processing is necessary for the performance of a contract
- The processing is necessary for the performance of a task carried out in the public interest
- The processing is necessary for our own legitimate business interests

### Personal information collection

We only ever collect the information that we need to deliver the services you have requested.

The type of personal information we collect includes:

- Name
- postal address
- telephone number

- email address
- payment details

Whenever you provide your information, you will be provided with a notice which explains what we will do with the information and how it will be used.

## Non-Personal Information Collection

We collect information about the software on your computer (your browser version etc.) and your IP address (your connection with the internet) in order to improve your interaction with our Website.

We use cookies (small text files which We and other website operators store on your computer when you visit our websites) to deliver a better and more personalised interaction. They enable Us to recognise you when you return to the Website, store information about your preferences, and improve the way your searches are processed. This helps Us to better manage and develop Our website, to provide you with a more enjoyable, customised service and experience in the future, and to help Us develop and deliver better products and services tailored to your individual interests and needs.

Cookies also enable Us to generate statistics about the number of visitors We have and how they use the Website and the internet to improve the service We provide. You can set your browser to reject Our cookies if you wish (you should consult your browser help section for details), but this might restrict your use of the Website and other websites. For more information about cookies, please see our cookies statement.

## How we use your information

We will only ever use your information to provide you with the services that you have requested. This includes but is not limited to: arranging surveyor visits, responding to complaints or account enquiries, responding to requests for information, for research purposes and to improve the services we offer, to comply with our legal obligations.

## Direct marketing and market research

We undertake market and product analysis based on your use of our services and products.

We will only ever contact you with information about new developments, products, services and special offers by post, telephone and email, should you have opted in to these communications.

If you have previously requested receive details of products and services, events and training or have signed up to our newsletter, you can contact us at any time to have

your details removed from lists used by us for any or all of those purposes by clicking on the unsubscribe link at the bottom of every email we send.

To update your marketing preferences please email [dataprotection@acivicogroup.co.uk](mailto:dataprotection@acivicogroup.co.uk) using the email address you registered with and, if applicable, quote your account number in the body of the email and tell us what you want us to do - i.e. 'I wish to opt out of receiving your newsletter'.

In order to understand and improve the services we offer we also store and use information for market research purposes. If you prefer not to be contacted for market research purposes, please contact [dataprotection@acivicogroup.co.uk](mailto:dataprotection@acivicogroup.co.uk)

## Sharing your data with third parties

We will pass your information to a limited number of third parties, including the following reasons:

- To deliver the services you've asked for
- For legal or regulatory purposes including fraud prevention
- If we buy or sell any business or company assets
- Payment collection and payment processing

We will not sell or pass your personal information to third parties for their own marketing or market research purposes, unless you have given us permission and you are notified beforehand.

## Social media, blogs, reviews

Any social media posts or comments you send to us (on our Facebook page, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter) on which they are written and could be made public.

We do not control these platforms. We are not responsible for this kind of sharing. We recommend you review the terms and conditions and privacy notices of the social media platforms you use. That way, you will understand how they will use your information, what information relating to you they will place in the public domain, and how you can stop them from doing so if you are unhappy about it.

Any blog, review or other posts or comments you make about us, our products and services on any of our blogs, reviews or user community services will be shared with all other members of that service and the public at large.

Any comments you make on these services and on social media in general must be not offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

## How long do we keep your information for?

To make sure we meet our own legal obligations, we only hold on to your information for as long as we actually need it for the purpose(s) we acquired it for in the first place.

In most cases, this means we will keep your information for as long as you continue to use our services and are deemed a client, and for a reasonable period thereafter, for audit and regulatory purposes.

## Your rights

As an individual, you have a number of key rights.

1. You can request, at any time, that the information we hold about you is removed from our systems. This is not an absolute right, and each request is reviewed to determine its suitability. If we are unable to remove your information as we need to maintain a record for our own purposes or due to a legal obligation, we will inform you in writing.
2. You can also request, at any time, a copy of the personal information that we hold about you, including a breakdown of the purposes and lawful basis under which we process your information.
3. A general right of access to all types of recorded information held by public authorities where applicable.

To action your rights, please write to: [dataprotection@acivicogroup.co.uk](mailto:dataprotection@acivicogroup.co.uk) or the Information Officer, Acivico Ltd, Louisa House, 92-93 Edward Street, Birmingham, B1 2RA.

Please quote your name and address together with your account number, if relevant. We would be grateful if could also provide brief details of why you wish to have your details removed from our database or what information you are seeking, however, this is not a requirement.

We do not make any charge for removing any personal information or for responding to a request for personal information.

Please note, we may take reasonable steps to confirm your identity before removing the personal information we may hold about you, this is for your security.

## Contact Us

### Data Controller

Acivico Limited  
Louisa House  
92-93 Edward Street  
Birmingham  
BR1 2RA

Email: [enquiries@acivicogroup.co.uk](mailto:enquiries@acivicogroup.co.uk)  
Tel: 0121 675 7006

### Data Protection

Acivico Limited  
Louisa House  
92-93 Edward Street  
Birmingham  
BR1 2RA

Email: [dataprotection@acivicogroup.co.uk](mailto:dataprotection@acivicogroup.co.uk)

## If you have any concerns

If, at any time, you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information, you can contact the Information Commissioners Office, who will look into this for you. For full details about how to share any concerns you may have, [visit ico.org.uk/concerns/](https://ico.org.uk/concerns/)

## Changes to this notice

We reserve the right to amend or modify this notice at any time and in response to changes in applicable data protection and privacy legislation.

When changes are made to this notice, it will be noted on the front page of the website. The version number and release date will always be listed below:



## Document Control

January 2020	V2	Reviewed
March 2021	V3	Reviewed. Amended & Updated.

