

Natural Engineering Ltd: Privacy Notice

Introduction

This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data that you may provide to us when you visit our website (<http://www.naturalengineeringltd.com>), make an enquiry, or otherwise contact us by email, telephone, website contact form or in writing.

Natural Engineering Ltd is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to any third party who may provide us with personal data, for example, customers, potential customers and suppliers.

Who we are?

Natural Engineering Ltd is an environmental consultancy specialising in the design of reed beds for the treatment of contaminated water.

<http://www.naturalengineeringltd.com/>

Your obligations

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

If you provide us with personal data about any other person, for example any other individuals within your organisation or your business partners, then you must ensure that you have their consent to pass those details to us and for us to use those details in accordance with this privacy notice. You should also make sure that you bring this privacy notice to their attention.

What information do we collect?

Personal data means any information about an individual from which that person can be identified. It does not include data which has been anonymised such that a person's identity is removed.

We collect information necessary in order to respond to your enquiry and for the fulfilment of any contracts you may enter into with us.

Specifically, we collect the following types of data:

- Names, job titles, company details, addresses, email addresses, telephone numbers
- Information relating to the project you are enquiring about
- Information relating to where you heard about our products or services

We collect this information from you when you make contact with us

- When you fill out the Contact Form on our website (<http://www.naturalengineeringltd.com>)
- When you contact us by telephone, email, in writing or in person to make an enquiry
- When you fill out one of our customer feedback forms

We do not usually collect sensitive personal data from suppliers, customers or clients

We will not collect data from third parties without your explicit consent

How do we use personal information?

We use the data provided solely for the purposes of responding to your enquiry or fulfilling any contract we may enter into with you.

- account set up and administration. This will be necessary for the performance of the contract that will be in place between us. The use of this data is also in our legitimate interest in ensuring that services we provide are managed, such as to recover debts due to us.
- providing goods and services to our customers. This will be necessary for the performance of the contract that will be in place between us for the supply of services/goods. The use of this data is also in our legitimate interest in ensuring that services we provide are managed.
- requesting feedback on your experience in order to improve the services we offer. This will be necessary for our legitimate interests in seeking to improve the quality of our services.
- purchasing goods and services from our suppliers. This will be necessary for the performance of the contract that will be in place between us.
- to ensure our third-party providers can perform their obligations to us, for example, we may provide certain details to our delivery service provider so that your goods can be delivered. This will be necessary for our legitimate interest in ensuring that our third-party providers perform their services for us.
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Where do we store and process personal data?

All the personal data we hold is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance this information is located on servers within the European Economic Area (**EEA**).

How do we secure personal data?

Customer personal data (contact details) is stored electronically and backed up on servers located within the EEA. Our systems are secured to ensure only authorised personnel can access company data.

How long do we keep your personal data for?

We will maintain your personal data (contact information) for 12 years and it will thereafter be archived.

Alternatively, we may archive a project or enquiry if we believe it to be no longer valid (e.g. we have not had any correspondence for a period of time). Generally, we will archive an enquiry if we have not heard from you in 6 months, unless you have requested the file remain open.

Archived files are moved to an alternative secure server with access further restricted to a limited number of approved managers.

While we do not intentionally keep personal data for archived projects, it is likely that some contact details will be maintained, for example, where we would like to keep our technical data from previous projects, we may retain email communications containing that technical data which, incidentally, may include your personal details such as your email address.

Third-party links

This website may include links to third-party websites, such as our associated companies. Clicking on those links 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 policies. You should read any policies and other statements on such websites carefully.

Your rights in relation to personal data

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

We have appointed a Data Protection Manager to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Protection Manager (contact details below). If you have any concerns relating to data protection, please contact the Data Protection Manager in the first instance. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) (www.ico.org.uk), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the Data Protection Manager:

Jessie Wheat

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