

## External Privacy policy

### Purpose

Your privacy matters to us and we go to great lengths to protect it. Whether you are new to us, or have been with us for longer, please take some time to get to know how we work. If you do not understand any of the context used or you have any questions, then please contact us and we will do our very best to assist you. This external privacy policy will explain how we use any personal data we collect from you when you use our services.

### Personal data

The information we process about you as an individual will vary depending on the type of interaction you have with us. We collect personal data including, company name, contact name, address, email address, and telephone numbers from our:

- Customers (Potential and existing);
- Suppliers and providers;
- Advisors, Consultants, and other professionals;
- Employees and prospective employees.

### Why we collect your data

When you contact us for any reason, we may keep a record of our communication to help us deal with any queries and/or to support our customer service delivery operation. We collect data with the aim of providing a better service to our customers. We do not collect sensitive personal data, incl ethnicity, race, or religion.

We collect and process data:

- With your consent;
- To contact you with news about Adroit Utilities that we think you might be interested in;
- To process orders and manage accounts;
- To comply with legal obligations;
- To pursue legitimate interests;
- To undertake quotations;
- To perform any contract, we have entered with you, or discharge our contractual obligations;
- To undertake quotations.

### Bank and payment info

Bank and payment information allows us to charge you for our products and services and make payments to you. This data may be provided to us at the start of, or at any time during our business relationship with you. We take credit and debit card payments over the telephone and may ask you to confirm your bank details by email and over the telephone should we need to make any payments to you.

Adroit Utilities Ltd, 3 Cedar Court, Halesfield 17, Telford TF7 4PF			
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## How we collect your data

You directly provide Adroit Utilities with most of the data we collect. We collect data and process data when you:

- Submit an online enquiry for any of our products or services;
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email;
- Use or view our website via your browser's cookies;
- Complete our sub-contractor questionnaire;
- Contact us via phone or email with an enquiry.

Adroit Utilities may also receive your data indirectly from the following sources:

- Via social media: Facebook, Twitter, LinkedIn, or Instagram

## Who we share your data with?

We may share your personal data with:

- Regulatory authorities (such as Trading Standards), Government departments (such as HMRC) or the police in order to comply with any legal obligations or to assist in fraud prevention and detection;
- Credit agencies (for the purpose of credit risk management), and professional advisors to enforce or apply the terms of any contracts between us and you;
- Third party suppliers where we have subcontracted to them the performance of any or all of our obligations under our contract with you;
- A potential buyer and its professional advisors should we wish to sell any or all of our business and/or our assets in which case personal data we hold about our customers will potentially be one of the assets we sell;
- Other third parties where we reasonably believe that such action is necessary to comply with a legal obligation, or to protect our rights and property, or act in urgent circumstances to protect the personal safety of our staff or agents, users of our products or services or members of the public;
- Clients and/or customers to ensure compliance with contractual obligations.

## How we store your data and retention

We take all reasonable steps to ensure that appropriate safeguards are in place to protect your personal data. We may collect and process electronic and hardcopy correspondence and other documentation (such as emails, invoices, contracts, tenders, and letters) as part of either a contractual obligation or a wider legitimate interest. Your personal data will be retained by us for as long as there remains a valid lawful basis for retaining it.

Adroit Utilities securely stores your data in UK based datacenters which operate in accordance with ISO27001 standards.

## Your rights

This privacy notice informs you of who we are, why we are processing your personal data, with whom we share your personal data and how we have collected it. To ensure fair and transparent processing it is important that we inform you of your rights with regards to how your personal data is processed. Where you wish to exercise a right, we have documented the best contact details for you to get in touch with us. Naturally we will need to confirm your identity before your request can be processed.

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### **Your right to rectification**

Where personal data is inaccurate or incomplete you have the right for it to be rectified on our systems. In such cases we will act promptly to put things right.

So that we can quickly resolve your query we may ask you to provide some supporting evidence to show that the data needs to be altered.

If you require your personal data to be rectified, you can use the contact information contained within this document.

### **Your right to erasure**

This enables you to ask us to delete or remove personal data where there is no good reason for us to continue to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to withdraw consent (see below).

Sometimes, however, we may refuse a request to erase such data in order, for example, to comply with a legal obligation.

If you require your personal data to be erased, you can use the contact information contained within this document.

### **Your right to restricted processing**

This enables you to ask us to restrict the processing of your personal data. For example, if you do not want us to erase your data you may ask us to restrict our processing activities instead. A good example would be electronic invoicing.

If you wish for restricted processing to be applied to your personal data, you can use the contact information contained within this document.

### **Your right to data portability**

To help strengthen your control over your data, you have the right, in certain circumstances, to receive personal data from us in a format which allows you to easily access it. For example, you may want your invoicing data in an Excel format.

We may ask you to specify what data you wish us to provide to you, or we may direct you to an existing service that we already provide where you can freely obtain the information. Where we can, we will try and provide the data in a common format which is transferable with other data controllers.

Should you wish to exercise your right to data portability you can use the contact information contained within this document.

### **Your right to withdraw consent**

In circumstances where you may have provided your consent to the processing of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing activity at any time. To withdraw your consent, you can use the contact information contained within this document.

Once we have received notification that you have withdrawn your consent, we will no longer process your data for the purpose or purposes you originally agreed to, unless we have another lawful basis for doing so such as a contractual or legal reason.

### **Your rights relating to automated decision making**

Details of what automated decision-making activities we carry out are described below. If you wish to speak to a member of our team to understand the decision made, obtain an explanation of the decision or challenge it, you can use the contact information contained within this document.

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We may reject your request not to be subject to automated decision making where such activity is a necessary step in our contracting process or is required in the performance of a contract between us.

**Automated decision making**

There are some automatic decision processes that we operate to which we should draw your attention. The purpose of this automation is necessary for us to agree a contract with you or to allow us to meet a contractual obligation.

Automated decision making can include credit checks. Where we process your data for the purposes of a contract, we are not compelled to explain the decision made. However, to show good customer service we will try and provide you with an explanation where we can within a reasonable time.

**Third party links**

In an attempt to provide you with increased value, we may include third party links on our site and these linked sites will have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

**Cookies**

Adroit Utilities website use cookies for making visits to our website more efficient. Please see our separate Cookies policy for further info.

**How to contact us**

If you would like to contact us to discuss this privacy notice or suggest ways in which we could improve the content or communication, please contact us using the information below.

If you would like to exercise any of your rights, please see below:

**Contact information**

**Email us at:** [info@adroitutilities.com](mailto:info@adroitutilities.com)

**Call us on:** 01952 681905.

**Write to us at:** 3 Cedar Court, Halesfield 17, Telford, TF7 4PF

**Contacting the appropriate authority**

Should you wish to report a complaint, or if you feel that Adroit Utilities has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner’s Office.

<https://ico.org.uk/make-a-complaint>

This policy is endorsed by Senior management and signed on behalf of Adroit Utilities by

Name: Terence Gormley

Signature: *T Gormley*

Position: Director

Date: February 2025

Review Date: February 2026

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