

PRIVACY NOTICE

Who we are

This Privacy Notice describes how G&L Consultancy Ltd collects and uses personal data. It applies to (prospective) customers (including delegates attending training courses) and (potential) stakeholders of G&L.

- References to "us", "we", "our" or "G&L" are to:

G&L Consultancy Ltd, is a company registered in England and Wales (company number 3687929) with a registered address at Unit 5A Castle Road, Chelston Business Park, Wellington, Somerset TA21 9JQ United Kingdom.

- G&L acts as a data controller with respect of your personal data that we process. Our Privacy and Data Compliance Officer is Mark Skinner. If you have any questions about this Privacy Notice and how we use your personal data, please get in touch with us via the contact details below:

Post: Mark Skinner, Privacy and Data Compliance Officer at Unit 5A Castle Road, Chelston Business Park, Wellington, Somerset TA21 9JQ

Email: mark.skinner@gnl.org.uk

Telephone: +44 (0) 1823 443 898

- This Privacy Notice supersedes any previous Privacy Notice. We may update this Privacy Notice from time to time to ensure that it remains accurate. If we do so, we will provide you with an updated copy of this notice as soon as reasonably possible.
- This Privacy Notice was last updated on: 05 January 2023.

What data do we collect?

The personal data that we collect will depend on your relationship with us. Please see below for detailed information regarding the types of information we collect and use about you.

Customers / prospective customers:

- Name, (business) address, job title, email address, telephone number, and (if applicable) employer name;
- Qualifications certificates and number reference which may contain pictures and an individual's date of birth;

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Delegates (customers) attending public training courses:

- Name, address, phone numbers, employer name (if applicable);
- National Insurance Numbers for the purpose of providing individual document identification
- Information about disability, medical conditions, and allergies in order to facilitate
- course.

Stakeholders /potential stakeholders:

- Name, employer, phone numbers, address, email, and job title.

Who do we collect your data from?

We collect your personal data:

- Directly from yourself via the information you provide to us;
- From your company / employer;
- Publicly available sources, such as;
 - Social media sites such as LinkedIn, Twitter, and YouTube
 - Web searches

How do we collect your data?

- We collect your personal data:
- Face to face when you meet us;
- Via regular mail (in writing);
- By telephone (including call recording);
- By email;
- Via website registration;
- Via customer application;
- Via the internet

What are the purposes and legal grounds for using your data?

We collect and use your personal data for a number of different purposes:

- To prepare a quotation for you regarding the services we offer;
- To provide you with the services as set out in our Standard Terms of Business and our contract with you or as otherwise agreed with you from time to time;
- To deal with any complaints or feedback you may have or are involved with;
- To meet our compliance and regulatory obligations as required by tax authorities or any competent court or legal authority;
- For marketing to you. Please see the separate section on Marketing below;
- Training and performance monitoring of our staff;
- For the administration and management of our business, including but not limited to organising public training courses, recovering debts and archiving or statistical analysis;
- Seeking advice on our rights and obligations, such as where we require our own legal advice.

For each purpose, we must have a legal ground for such processing. In respect of your personal data, the legal grounds we rely on are:

- Our performance of a contract with you;
- Us having an appropriate business need to use your data, and such need does not overly prejudice you;
- You having given your explicit consent for us to use your personal data;
- Us having a legal or regulatory obligation to use your data; and
- The necessity to use your data to establish, exercise or defend our legal rights.

Who do we share your data with?

We may share your personal data with our internal teams / departments via internal reports and via access to central IT systems.

We also disclose your personal data to the third parties listed below:

- Third parties whom we engage to assist in delivering the services to you, such as IT providers and data storage providers;
- Agents, advisers, and intermediaries you advise us to share your data with;
- Our professional advisers where it is necessary for us to obtain advice and assistance, such as lawyers, accountants, and auditors;
- Debt collection agencies and credit referencing agencies; and
- Relevant accreditation scheme owners, regulatory authorities or law enforcement agencies, subject to your agreement via a waiver of confidentiality.

Your rights

Under the GDPR you have certain rights in relation to the personal data that we hold about you. You may exercise these rights at any time by contacting us using the contact details set out further below in this section.

Please note that in some cases we may not be able to comply with your request because of our own obligations to comply with other legal or regulatory requirements. However, we will always respond to any request you make and if we cannot comply with your request, we will tell you why.

Your rights are:

- The right to access your data

You are entitled to a copy of the personal data we hold about you and certain details of how we use it. Your information will usually be provided to you in writing, unless otherwise requested, or where you have made the request by electronic means, in which case the information will be provided to you by electronic means where possible. Subject to certain circumstances, there will not be a charge for dealing with these requests. We have created a Subject Access Request form to assist you make your request, which is available on request.

- The right to rectification

We take reasonable steps to ensure that the information we hold about you is accurate and complete. However, if you do not believe this is the case, you can ask us to update or amend it.

- The right to erasure

In certain circumstances, you have the right to ask us to erase your personal data.

- The right to restriction of processing

In certain circumstances, you are entitled to ask us to stop using your personal data.

- The right to data portability

In certain circumstances, you have the right to ask that we transfer any personal data that you have provided to us to another third party of your choice.

- The right to object to marketing

You can ask us to stop sending you marketing communications at any time.

- The right to withdraw consent

For certain uses of your personal data, we will ask for your consent. Where we do this, you have the right to withdraw your consent to further use of your personal data.

- The right to lodge a complaint with the ICO

You have a right to complain to the Information Commissioner's Office (ICO) if you believe that any use of your personal data by us is in breach of applicable data protection laws and regulations. Making a complaint will not affect any other legal rights or remedies that you have.

Marketing

We may also use your personal data to provide you with information about services we provide which may be of interest to you where you have provided your consent for us to do so. This information may include alerts, newsletters and invitations to events or functions. We will communicate this to you in a number of ways including by post, telephone, email or other digital channels.

We are committed to only sending you marketing communications that you have clearly expressed an interest in receiving. If you wish to unsubscribe from marketing communications sent by us, you may do so at any time by contacting us in one of the following ways:

Post: Mark Skinner, Privacy and Data Compliance Officer at Unit 5A
Castle Road, Chelston Business Park, Wellington, Somerset
TA21 9JQ

Email: mark.skinner@gnl.org.uk

What is our approach to international data transfers?

In principal, we do not store or process personal data that we collect about you in countries outside the European Economic Area (EEA). However, some of the third parties we share personal data with (as set out in this Privacy Notice), may be located outside the EEA. In those circumstances, please note that your personal data will only be transferred outside the EEA on one of the following bases:

- the country that we send the personal data to is approved by the European Commission as providing an adequate level of protection for personal data;
- the transfer is to a recipient in the United States of America who has registered under the EU/US Privacy Shield;
- the recipient has entered into European Commission standard contractual clauses with us; or
- you have explicitly consented to such transfer by emailing G&L Consultancy (mark.skinner@gnl.org.uk)

How long do we keep your data?

We will only retain your personal data for as long as reasonably necessary to fulfil the relevant purposes set out in this Privacy Notice and in order to comply with our legal and regulatory obligations. Please contact us if you would like further information regarding the periods for which your personal data will be stored.

What we do to safeguard your data

G&L is committed to protecting your privacy. Our staff uses mobile devices, such as laptops and mobiles that are encrypted. Where we outsource our Information Technology and Communications infrastructure and business systems, we use providers that are ISO/IEC 27001 compliant. Our staff receives periodic training on data protection and all our contracts with third parties include relevant confidentiality and data protection provisions.

Complaints

Individuals who wish to make a complaint relating to breaches of the Data Protection Act 2018 and / or complaints that an individual's personal information is not being processed in line with this policy may do so in writing:

Julie Lewis, Quality Director
G&L Consultancy Ltd
Unit 5A Chelston Business Park
Castle Road
Wellington
Somerset
TA21 9JQ

MANAGEMENT POLICY

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This policy has been endorsed by Julie Lewis and has the full support of the management team. The policy was reviewed and approved on 10th January 2025 following consultation with senior managers and workers. Overall responsibility for the effectiveness of the policy lies with Julie Lewis, Quality Director. For more information, please contact this person: 01823 443 898

Director	Name	Signature	Date
Quality Director	Julie Lewis	<i>Julie Lewis</i>	10 th Jan 2025
Technical Director	Paul Lewis	<i>Paul Lewis</i>	10 th Jan 2025
Somerset Office	Name	Signature	Date
Health, Safety and Quality Manager	Mark Skinner	<i>Mark Skinner</i>	10 th Jan 2025
Operations Manager	Darren Alway	<i>Darren Alway</i>	10 th Jan 2025
Client Liaison Manager	James Ooyman	<i>James Ooyman</i>	10 th Jan 2025
Finance and HR Manager	Sally Monger	<i>Sally Monger</i>	10 th Jan 2025
Asbestos Removal & Air Test Manager	Jason Monger	<i>Jason Monger</i>	10 th Jan 2025
Training Manager	Jack Leese	<i>Jack Leese</i>	10 th Jan 2025
Survey Manager	Jo Haigh	<i>Jo Haigh</i>	10 th Jan 2025
Northern Ireland Office	Name	Signature	Date
Northern Ireland Director	Alan Lewis	<i>Alan Lewis</i>	10 th Jan 2025
Business Development & Personnel Manager	Karen Lewis	<i>Karen Lewis</i>	10 th Jan 2025
Lab Manager	Colin Webb	<i>Colin Webb</i>	10 th Jan 2025
Deputy NI Branch Manager	John McAleenan	<i>John McAleenan</i>	10 th Jan 2025