

## Privacy Notice

# Carrying Out Work For Tenants / Leaseholders

Ian Williams Limited is a contractor and carries out work on behalf of your landlord / property manager who is the Data Controller for your personal data.

To be able to carry out work on their behalf, we are provided with specific personal details to enable us to carry out any requested repairs, surveys, investigate work required or carry out any legally required certification assessments on their behalf. Ian Williams Limited is a Data Processor.

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## Categories of personal data

The personal information shared with us is generally name, address, email address, telephone number, property details and occasionally information concerning medical conditions that may need to be taken into consideration before or during any work or visits that we make to your property. Only minimal information is shared with us by the Data Controller.

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## Legal basis for processing

The legal basis for processing personal information is to fulfil our contractual obligations with your landlord or property manager to carry out specified works under that contract.

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## Who will have access to your information?

Minimal information will be shared with our Contact Centres who arrange appointments, with our Operatives who are carrying out any visits or work at your property and any other members of our team who will be involved in that process. Information may occasionally be shared with a third party subcontractor to enable specialist work to be carried out.

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## How is your information stored?

We will use appropriate technological and organisational measures to keep your information secure. These measures may include the following examples:

- Access control;
  - Secure servers;
  - Encryption; and
  - Firewalls, antivirus and intrusion detection systems
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## Data Retention

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements and then it is securely destroyed, deleted or anonymised.

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## Who to contact about this Privacy Notice

If you have any questions about this Notice please contact:

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

Address: Data Protection Team, Ian Williams Limited, Quarry Road, Chipping Sodbury, Bristol, BS37 6JL

## Your rights

As an Individual ('data subject'), you have a number of rights:

- ask for a copy of your information (Subject Access Request);
- ask us to update incorrect or incomplete information;
- ask us to delete or stop processing your data, unless there is a legitimate reason to carry on processing or retaining that information;
- object to the processing of your data.

If you would like to exercise any of these rights, please put your initial request in writing or by email to the Data Protection Officer at your landlord or property manager's address as they are the Data Controller.

Further information about your rights can be found on the Information Commissioner's website:  
[www.ico.org.uk](http://www.ico.org.uk)

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