

## Privacy Notice

# Carrying Out Work for Tenants / Leaseholders

Ian Williams Limited is a contractor and carries out work on behalf of your landlord or property manager. For the purposes of applicable data protection law, your landlord or property manager is the “Data Controller” of personal data we hold about you. This means that they are responsible for ensuring compliance with data protection legislation. We, that is Ian Williams Limited, are the Data Processor, which means we only process personal data on behalf of your landlord or property manager.

To be able to carry out work on your landlord or property manager’s behalf, we are provided with specific personal details so that we can carry out any requested repairs, surveys, investigate work required or carry out any legally required certification assessments.

We have provided this privacy notice to help you understand why we hold and process your personal data and what we do with it.

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## Categories of personal data

The personal information shared with us is generally names, addresses, email addresses, telephone numbers, property details and occasionally information concerning relevant medical conditions that may need to be taken into consideration before or during any work or visits that we make to your property. Only information that is absolutely necessary is shared with us and processed by us.

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## How and why is your information used?

We only use your personal data to carry out our services. For example, we need to know your name and contact details so that we can contact you to arrange repairs, surveys, work required or assessments. We sometimes need to know medical information if this is relevant to our work. For example, if you have accessibility requirements because of a disability, we need to know this so that we can make sure that the work we carry out is suitable. Your landlord or property manager is responsible for ensuring that it is legal to share your personal data with us.

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## Who will have access to your information?

In order to fulfil our contractual obligations, we will need to share minimal information about you 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 include:

- access control;
- secure servers;
- encryption; and
- firewalls, antivirus and intrusion detection systems.

## Data Retention

We will only keep your personal information for as long as we need it to carry out the work required.

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## Your rights

As an individual, you have a number of rights over your personal data, including the right to:

- ask for a copy of the information held about you;
- update incorrect or incomplete information held about you; and
- ask to delete or stop processing your data, (please note that there may be a legitimate reason why we may not be able to comply with this request).

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. They will be responsible for fulfilling your request.

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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## Questions

If you have any questions about our processing of your personal data, please send these to your landlord or property manager first and we will help them respond if they need our assistance.

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