



Total Building Control – Privacy Notice

Throughout the various stages of our Building Control service you will find that you may be invited or required to provide information, sometimes personal data to the organisation. Your information will be held by Total Building Control who can be contacted as follows;

Swansea- Head Office

tel: 01792 457014

email: inspector@totalbuildingcontrol.co.uk

Bath Office

tel: 01225 418999

email: enquiries@tbc bath.co.uk

Brighton Office

tel: 01273 934330

email: enquiries@tbc brighton.co.uk

What information is collected from you & How we will safeguard it

TBC Collects data directly from the client and/or agent, through application forms, correspondence, and official TBC documentation. Total Building Control will never research into a person with the intention of retrieving additional data. The data that TBC require is varied and depends on the project itself. Legislation will often dictate what and how detailed the information that we require will need to be. Upon request, TBC will provide details on what data we hold on an individual. Personal data will not be shared with a third party unless it is required in order for the works to progress. The information will be kept in a secure office environment. It will be held on computer databases and archive systems that can only be accessed by authorised members of staff that require it to carry out work related duties. All TBC staff are trained on data protection and will work in line with the regulation and its requirements.

How we will use your information and who it may be shared with

We use your information solely for providing a Building Control service. The information you provide will be accessed and used by Total Building Control staff in order to provide a service and to answer your queries or requests. The details will be logged on computer databases for processing and then passed to authorised staff. It may also be used to monitor the performance of Building Control and to identify trends within our service. TBC will, if required, share addresses, descriptions of work and other necessary data with Local, Water and Fire Authorities, government departments and our governing body. Data is used solely for the purpose that it was provided to us for. TBC will never sell on personal data. The information you provide may also be shared with delegated inspectors, to ensure that site inspections are carried out to a high standard and correct technical advice is given.

How long it will be kept

The information you submit will not be kept for any longer than it is needed. The length of time will depend upon whether Total Building Control has a business need (I.e. complaints & customer satisfaction responses) for keeping the information and/or if the law requires that we keep the information for a particular length of time. The Building Control Performance standards detail that Building Regulation applications must be kept for 15 years. Request that we remove data from our database should be done in line with Total Building Control's SAR policy. We will remove data in accordance with your wishes excluding data we are required to keep by law. TBC will never sell on personal data.

How we will ensure it is accurate

The information captured by Total Building Control will be compared with other systems (I.e. Royal mail postcode finder & LABC Find your local council), where appropriate, to ensure that information is accurate.

This document is uncontrolled when printed.

How you can access, update or correct your information

The Data Protection law gives you the right to apply for a copy of information that is held about yourself. This should be done in line with TBC's Subject Access Request policy.

Customers are encouraged to inform TBC if their personal information changes. If any of the information TBC hold about customers is inaccurate or out of date, they should contact the office dealing with their project.

Please note

- Total Building Control charge for Building Control applications and will record payment amounts made, amounts outstanding and the action taken to recover monies owed.
- We will only ask for personal information that is required for us to provide our services. In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact our ability to provide a service.

Lawful Bases for processing personal data

The lawful bases for processing are set out in Article 6 of the GDPR. TBC have identified the below lawful bases for processing personal data that are applicable in line with the service that we provide.

- **(a) Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- **(c) Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- **(e) Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- **(f) Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

The terms of this Privacy Notice may change, so please recheck periodically. This statement was last updated April 2018.