



Dean Clough Ltd Customer Privacy Notice

This privacy notice tells you what to expect when Dean Clough Ltd collects personal information. It applies to information we collect about:

- Customers

Who is the data controller for the information you provide us?

For the purposes of the General Data Protection Regulation, Dean Clough Ltd is the Data Controller. Dean Clough Ltd processes personal information relating to our website sign up.

We ensure that the information you supply to us is processed fairly and lawfully, with care and skill and will only be used for the purposes set out in this privacy policy.

In case of any queries regarding the information we hold on you, please send an e-mail to data@deanclough.com or write to, for the attention of our Data Privacy Manager:

Dean Clough Ltd, Dean Clough, Halifax, HX3 5AX

You can view this privacy notice by visiting www.deanclough.com/privacy/customer

What kind of information do we collect?

The type of personal information held will vary depending on the governing agreement between the customer, you, and Dean Clough Ltd. With that in mind, we have provided a list below that outlines what Personal Information is likely to be contained within Dean Clough Ltd systems:

Type of Data

- Personal data such as name, identification number, etc.;
- Contact details such as phone number, email address, home address;
- Vehicle details;
- Financial or payment details;
- Files, images, or videos;
- Contract details
- CCTV images



How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests, or those of a third party, and your interests and fundamental rights do not override those interests.

Situations in which we will use your personal information

We need all the categories of information in the list above primarily to allow us to perform our contract with you ("Contract") and to enable us to comply with legal obligations ("Legal"). In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties ("Legitimate interests"), provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Administering the contract we have entered into with you (Contract).
- Business management and planning, including accounting and auditing (Legitimate interests).
- Complying with health and safety obligations (Legal).
- Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you e.g. such as emergency maintenance, or we may be prevented from complying with our legal obligations e.g. such as to ensure the health and safety of customers.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you, or where we have another legitimate interest in doing so.



Which third-party service providers process my personal information?

"Third parties" includes third-party service providers, including contractors and designated agents, and other entities within our group. The following activities are carried out by third-party service providers: IT services, security services, telecom services.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

Data security

We have put in place measures to protect the security of your information. Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.



Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer an employee, worker or contractor of Dean Clough Ltd we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

Rights of access, correction, erasure, and restriction

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- Request access to your personal information, commonly known as a "data subject access request". This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing, see below.
- Object to processing of your personal information where we are relying on a legitimate interest, or those of a third party, and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please direct any requests to data@deanclough.com or write to, for the attention of our Data Privacy Manager:

Dean Clough Ltd, Dean Clough, Halifax, HX3 5AX



No fee usually required

You will not have to pay a fee to access your personal information, or to exercise any of the other rights. However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information, or to exercise any of your other rights. This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Data Privacy Manager. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Please direct any requests to data@deanclough.com or write to, for the attention of our Data Privacy Manager:

Dean Clough Ltd, DeanClough, Halifax, HX3 5AX

Data Privacy Manager

We have appointed a Data Privacy Manager to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Privacy Manager. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Does Dean Clough Ltd have a process in place for notification, containment and remediation in the event of a data breach?

Dean Clough Ltd is committed to protecting the security of the client data within its systems. Processes and protection are in place to investigate any potential data breach, notify customers of such breach, provide information to the customer related to the data breach, contain and correct the data breach, and to mitigate the effects of the data breach.