



## **PRIVACY POLICY**

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### **1. Purpose**

**Dexacon Ltd is committed to protecting the privacy and personal information of our clients, employees, suppliers, subcontractors, website visitors and other individuals with whom we interact.**

**This Privacy Policy explains how we collect, use, store, protect and disclose personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.**

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### **2. Who We Are**

**Dexacon Ltd provides construction, refurbishment, maintenance and property services throughout the United Kingdom.**

**For the purposes of UK data protection law, Dexacon Ltd is the Data Controller for the personal information we collect and process.**

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### **3. Information We Collect**

**Depending on our relationship with you, we may collect:**

- **Name**
- **Postal address**
- **Email address**

- Telephone number
- Company details
  - Job title
  - Site address
- Billing information
- Payment information
- Quotation and project information
  - Correspondence
- Photographs of works where relevant
  - CCTV images where applicable
  - Website usage information
- IP address and device information

We only collect information that is relevant to providing our services or fulfilling our legal obligations.

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#### **4. How We Collect Information**

We may collect information when you:

- Contact us by telephone, email or our website.
    - Request a quotation.
    - Enter into a contract with us.
    - Purchase goods or services.
  - Apply for employment or subcontract work.
    - Visit our website.
    - Visit one of our project sites.
  - Communicate with us through social media.
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#### **5. How We Use Your Information**

We use personal information to:

- Respond to enquiries.
- Prepare quotations.
- Deliver construction services.

- Manage projects.
- Arrange site visits.
- Issue invoices.
- Process payments.
- Maintain customer records.
- Meet legal obligations.
- Improve our services.
- Maintain health and safety records.
  - Prevent fraud.
  - Resolve complaints.

We will only use your information where we have a lawful basis to do so.

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## **6. Lawful Basis for Processing**

We process personal information where necessary for:

- Performing a contract.
  - Taking steps before entering into a contract.
  - Compliance with legal obligations.
  - Our legitimate business interests.
  - Your consent, where required.
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## **7. Sharing Information**

We may share information with trusted third parties where necessary, including:

- Accountants.
- Solicitors.
- Insurers.
- Banks and payment providers.
  - Suppliers.
  - Subcontractors.
- Professional advisers.
- IT service providers.
- Government authorities where required by law.

**We do not sell personal information to third parties.**

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## **8. Data Security**

**Dexacon Ltd takes appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.**

**Only authorised personnel have access to personal information where required for their role.**

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## **9. Data Retention**

**We retain personal information only for as long as necessary to:**

- **Complete projects.**
- **Meet contractual obligations.**
- **Comply with legal requirements.**
  - **Resolve disputes.**
- **Enforce our agreements.**

**Records are securely disposed of when no longer required.**

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## **10. Your Rights**

**Subject to applicable law, you have the right to:**

- **Request access to your personal information.**
  - **Request correction of inaccurate information.**
    - **Request erasure where appropriate.**
    - **Restrict processing.**
    - **Object to certain processing.**
  - **Request data portability where applicable.**
  - **Withdraw consent where processing is based on consent.**
  - **Lodge a complaint with the Information Commissioner's Office (ICO).**
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## **11. Website Cookies**

**Our website may use cookies to improve functionality, security and user experience.**

**Further information is available in our Cookie Policy.**

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## **12. Third-Party Websites**

**Our website may contain links to third-party websites. Dexacon Ltd is not responsible for the privacy practices or content of external websites.**

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## **13. Changes to this Policy**

**We may update this Privacy Policy from time to time to reflect changes in legislation, business operations or best practice.**

**The latest version will always be published on our website.**

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## **14. Contact Us**

**If you have any questions about this Privacy Policy or how your personal information is handled, please contact:**

**Dexacon Ltd**

**Email: [Insert company email]**

**Telephone: [Insert telephone number]**

**Website: [www.dexacon.co.uk](http://www.dexacon.co.uk)**

**If you remain dissatisfied, you have the right to contact the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).**

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## **15. Policy Review**

**This policy will be reviewed annually or sooner if there are significant changes to legislation, business operations or data processing activities.**