

## **Privacy Policy**

Trust Works Facilities Management

Effective Date: 17.06.2025

### **1. Introduction**

Trust Works Facilities Management we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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

Trust Works Facilities Management

Email: [info@trustworksfm.co.uk](mailto:info@trustworksfm.co.uk)

Phone: 0114 4706786

We are the data controller for the purposes of data protection legislation.

### **3. What Data We Collect**

#### **a. Clients and Suppliers**

- Name and contact details (email, phone number, business address)
- Payment and transaction details
- Records of communications and interactions

#### **b. Employees and Job Applicants**

- Personal identification details (name, date of birth, NI number)
- Contact details
- Employment history, qualifications, and references
- Bank details and payroll information
- Right to work documentation

#### **c. Website Users**

- IP address and browser type
- Pages visited and time spent
- Contact form submissions

### **4. How We Collect Your Data**

We collect your data through:

- Direct interactions (email, phone, post, online forms)
- Employment or business contracts
- Third-party references (e.g., recruitment agencies)
- Website cookies and analytics tools

## 5. How We Use Your Data

We use your personal data to:

- Provide and manage our services
- Communicate with you
- Process payments and manage accounts
- Meet legal and regulatory obligations
- Recruit and manage staff
- Improve our website and customer experience

## 6. Lawful Basis for Processing

We process your data under one or more of the following legal bases:

- Consent
- Contractual necessity
- Legal obligation
- Legitimate interests (e.g., to improve our services or protect against fraud)

## 7. Sharing Your Data

We may share your data with:

- Professional service providers (e.g., accountants, HR, IT support)
- Regulatory bodies and government agencies (where required by law)
- Contractors and subcontractors (to fulfil service contracts)
- Payroll and pension providers

We do not sell or rent your data to third parties.

## 8. International Data Transfers

We do not routinely transfer data outside the UK. If we ever do, appropriate safeguards will be implemented in line with UK GDPR (e.g., Standard Contractual Clauses).

## 9. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, and in line with our data retention policy and legal obligations.

## 10. Your Data Protection Rights

Under data protection law, you have the right to:

- Access your data
- Rectify inaccurate data
- Erase your data (in certain circumstances)
- Restrict or object to processing
- Data portability
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

For any requests, please contact us at [info@trustworksfm.co.uk](mailto:info@trustworksfm.co.uk)

### **11. Cookies and Website Tracking**

Our website uses cookies to enhance user experience. You can control cookie settings via your browser. For more details, please see our Cookie Policy.

### **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The most recent version will always be posted on our website with the effective date.

### **13. Contact Us**

If you have any questions about this policy or how we handle your personal data, please contact:

Email: [info@trustworksfm.co.uk](mailto:info@trustworksfm.co.uk)

Phone: 0114 4706786