



For People and Places Customer Privacy Notice

Registered name: 4PP Solutions Limited

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on data protection principles, definitions, and key terms.

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

Contact details

Email: teams@forppl.co.uk

What information we collect, use, and why

We collect or use the following information to *provide and improve products and services for clients*:

- Names and contact details
- Addresses
- Occupation
- Information relating to compliments or complaints
- Records of meetings and decisions

We collect or use the following personal information for the *operation of client or customer accounts*:

- Names and contact details
- Addresses
- Marketing preferences

We collect or use the following personal information for *information updates or marketing purposes*:

- Names and contact details
- Addresses
- Profile information
- Marketing preferences

We collect or use the following personal information to *comply with legal requirements*:

- Name
- Contact information

We collect or use the following personal information for *recruitment purposes*:

- Contact details (e.g. name, address, telephone number or personal email address)
- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (e.g. basic checks and higher security clearance)

We collect or use the following personal information for *dealing with queries, complaints or claims*:

- Names and contact details
- Addresses
- Witness statements and contact details
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful basis and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. That means there must be a legitimate and proper business reason before we collect, store and use someone’s personal information. You can find out more including a list of possible ‘lawful basis’ examples by visiting ICO’s website (<https://ico.org.uk/>).

The rights you have may depend on the reason we are using your personal information. We have summarised your main data protection rights below but to find out more, visit the ICO website.



Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exceptions, which means you may not receive all the information you ask for. If we cannot provide some information, we will explain why.

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

Your right to erasure - You have the right to ask us to delete your personal information.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

Your right to object to processing - You have the right to object to the processing of your personal data.

Your right to data portability - You have the right to ask whether we transfer the personal information you gave us to another organisation, or to you.

Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you would like to make a data protection rights request under one of the rights described above, please contact us via the email address provided. We will respond promptly and, in any event, within one month of receiving your request.

Why we are allowed to use your personal information

We only collect and use personal information when we have a lawful reason to do so. The reasons we rely on depend on what we are using the information for.

Providing and improving services for clients

We rely on ***legitimate interests***. This means we use your information where we have a fair and reasonable business reason to do so, and where we have considered your rights and freedoms. For example, we may use client contact details, project communications and feedback to deliver our services, manage client work, troubleshoot issues and improve the quality and efficiency of what we do.

We believe this benefits our clients by helping us provide a more tailored, reliable and effective service. We only use information that is relevant to our professional relationship with you, and we use appropriate safeguards to protect it. When we



rely on legitimate interests, all your data protection rights may apply except the right to data portability.

If you would like more information about how we have assessed our legitimate interests, you can contact us using the details above.

Operating client or customer accounts

We rely on [contract](#). This means we need to use certain personal information so we can enter into, manage or carry out a contract with you. When we rely on contract, all your data protection rights may apply except the right to object.

Information updates and marketing

We rely on [legitimate interests](#) where we send relevant information updates or marketing communications in a way that people would reasonably expect and that does not have an undue impact on their privacy. You can object to direct marketing at any time.

Complying with legal requirements

We rely on [legal obligation](#) where we need to use your information to comply with the law. When we rely on legal obligations, all your data protection rights may apply except the right to erasure, the right to object and the right to data portability.

Recruitment

We rely on consent where we have asked for your permission and given you the relevant information first. When we rely on consent, all your data protection rights may apply except the right to object. You can withdraw your consent at any time.

Dealing with queries, complaints or claims

We rely on [legal obligation](#) where we need to use your information to comply with the law, and we may also rely on legitimate interests where it is necessary to respond to and manage queries, complaints or claims. The rights that apply will depend on the lawful basis used in each situation.

Where we get personal information from

Directly from you

Publicly available sources

How long we keep information

Personal data is kept up to date where/when needed. Also, it shall be kept for no longer than is necessary. Specifically:

FPP will only keep personal data in identifiable form for as long as it is necessary to fulfil the purposes for which it is collected, or where we have a legal obligation to do so. Once we no longer need personal data it shall be deleted or rendered permanently anonymous.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: teams@forppl.co.uk

If you are still unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>