



mes
buildingsolutions
Part of the **FOCUS** consultancy group



MES Data Privacy Notice

24th May 2018

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MES Building Solutions is part of Midland Energy Services Limited. Registered in England, Company no: 5945430

Privacy Policy

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MES Building Solutions is the trading name of Midland Energy Services Ltd, part of the Focus Consultancy Group. This privacy policy explains how we use any personal information we collect about you when you contact and work with us.

Contents

1. What information do we collect?
2. How do we use this information?
3. How and where do we store data?
4. Do we share your data?
5. Your rights and access to your information
6. Changes to our privacy policy
7. How to contact us

1. What information do we collect?

We collect information about you when you enquire with us or place an order for services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions.

Information on website usage is collected using cookies and Google Analytics, but this information is only processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website. For more information please see our cookie policy.

2. How do we use this information?

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests. Specifically, MES may use your data for the following purposes;

- Providing and managing your account
- Supplying our products and services to you (please note that we require your personal data in order to enter into a contract with you)
- Personalising and tailoring our products and services for you
- Replying to e-mails from you
- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by either selecting the 'unsubscribe' link at the bottom of any marketing emails or by contacting us directly at info@mesbuildingsolutions.co.uk)
- Analysing your use of our websites and gathering feedback to enable us to continually improve our sites and your user experience
- In administering a contract or account we may send your details to, and also use information from, credit reference agencies and fraud prevention agencies
- To e-mail you about events, products and services we think may be of interest to you



3. How and where do we store data?

We will keep your personal data for as long as we need to in order to use it as described above or for as long as we have your permission to keep it.

Some of your data may be stored outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). You are deemed to accept and agree to this by using our sites and submitting information to us. If we do store data outside the EEA we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under GDPR by;

- Ensuring all data storage providers within the US either maintain a Privacy Shield certification from the US Department of Commerce, which ensures that adequate safeguards are in place when personal data is transferred from the EU to the US, or comply with the requirements set out by the EU-US Privacy Shield Framework.
- Ensuring all data storage providers outside of the EEA or US hold suitable processes, procedures or certification for the secure storage and transfer of data between their member state and the United Kingdom.

We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

Data security is very important to MES BUILDING SOLUTIONS, and to protect your data we have taken suitable measures to safeguard and secure data collected, including;

- SSL Encryption
- TLS Transit encryption
- Data encryption
- Network firewalls
- Restricted access
- Password management policies and procedures

4. Do we share your data?

We may sometimes contract with third parties to supply products and services to you on our behalf. These may include payment processing, delivery of goods, subcontracted services, search engine facilities, advertising, and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, MES BUILDING SOLUTIONS will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

We may sometimes use third party data processors that are located outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where we transfer any personal data outside the EEA, MES will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

In certain circumstances we may be legally required to share certain data held by us, which may include your personal data. For example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a governmental authority.

5. Your rights and access to your information

You have the following rights under the Data Protection Act 1998 and the GDPR;

- The right to be informed about our collection and use of personal data
- The right of access to the personal data we hold about you
- The right to rectification if any personal data we hold about you is inaccurate or incomplete
- The right to be forgotten – i.e. the right to ask MES to delete any personal data we may hold about you (MES only holds your personal data for a limited time, but if you would like us to delete it sooner, please contact us
- The right to restrict (i.e. prevent) the processing of your personal data
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation)
- The right to object to MES using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling

If you wish to exercise any of the above rights then please contact us using the details in section 7 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office. For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

6. Changes to our privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated on the 24th May 2018.

7. How to contact us

Please contact us if you have any questions.

By e-mail to; info@mesbuildingsolutions.co.uk

By post to; MES Building Solutions, Newark Beacon, Cafferata Way, Newark, Nottinghamshire, NG32 2LA

Should you be unhappy with our response, if you need any advice, have any concerns as to how your data is processed or wish to lodge a complaint this should be done via the Information Commissioners' Office. MES's registration number with the Information Commissioners' Office is ZA421564.

ICO helpline

Telephone: 0303 123 1113.

