



Privacy Statement

Who we are

MLM Group Limited and their subsidiary companies collect, use and are responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

In the course of our business as an Engineering Consultancy we collect the following personal information when you provide it to us:

- Names of individuals who are clients or who work within businesses that are our clients. Addresses for the delivery of our services and contact addresses for key individuals and other categories of personal data.

How we use your personal information

We use your personal information to:

- Submit tenders
- Liaise with you regarding projects we are involved on
- Respond to communications from you
- Communicate generally to progress projects that we are working with you on
- Communicate with other parties involved on projects we share with you
- Place orders for services
- Place orders for goods

We may also ask your permission to use your personal data for the following reasons:

- Sending you communications about the services offered by MLM and invitations to events.
- To allow us to perform market research so we can improve the service we provide.

Who we share your personal information with

We routinely share contact information with companies within the group but not with any third parties unless we have your consent to do so.

We will share personal information with law enforcement or other authorities if required by applicable law.



We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

The provision of your name, address and email and telephone number is required from you to enable us to perform any services you have asked us to perform. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal data will be kept

- We will hold the details we have collected from you for:
 - A maximum of 15 years if we have performed Building Control Services for you.
 - In all other cases we will keep it for 12 years which is the period that we may have liability under the contract that governs the provision of our services.
 - If there is an asbestos related claim we may keep it indefinitely as asbestos related issues may come to light a considerable time after the date of any particular incident.

Reasons we can collect and use your personal information

We rely on Article 6 (1) (b) as the lawful basis on which we collect and use your personal data where you are a current client and we are working on a project with you.

Transfer of your information out of the EEA

We may transfer your personal information to the following which are located outside the European Economic Area (EEA) as follows:

- To a country outside of the EEA where you have asked us to provide services to enable us to communicate effectively with our agents in that country or to third parties in that country and provide the services to you in the most effective way.

Such countries do not have the same data protection laws as the United Kingdom and EEA. Whilst the European Commission has not given a formal decision that such countries provide an adequate level of data protection similar to those which apply in the United Kingdom and EEA, any transfer of your personal information will be subject to your prior consent both to its transfer and any relevant safeguards that we may agree with you as a prerequisite of making such a transfer. Article 46(5) of the [General Data Protection Regulation](#) is designed to help safeguard your privacy rights and give you remedies in the unlikely event of a misuse of your personal information. To obtain a copy of the safeguards please contact us.

If you would like further information please contact our Data Protection Officer (see 'How to contact us' below). We will not otherwise transfer your personal data outside of the United Kingdom or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.



Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- The right to fair processing information and transparency over how we use your personal information
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- Require us to correct any mistakes in your information which we hold
- Require the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- Object at any time to processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- Email, call or write to our Data Protection Officer
- Let us have enough information to identify you
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information to which your request relates, including any job reference numbers, if you have them

If you would like to unsubscribe from any email communications you can also click on the 'unsubscribe' button at the bottom of the communication. It may take up to 10 working days for this to take place.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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



How to complain

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <http://ico.org.uk/concerns/>.

Changes to this privacy notice

This privacy notice was published on 16 May 2018 and last updated on 16 May 2018.

We may change this privacy notice from time to time. You should check this policy occasionally to ensure you are aware of the most recent version.

How to contact us

Please contact our Data Protection Officer if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact our Data Protection Officer, please send an email to DPO@mlmgroup.com, write to The Data Protection Officer, MLM Group, North Kiln, Felaw Maltings, 46 Felaw Street, Ipswich, IP2 8PN or call 01473 231100.