

Corporate Approved Inspectors Ltd (CAI) respects the privacy rights of its clients, suppliers, and employees, and we take our legal responsibilities in relation to this matter very seriously. This privacy policy sets out how CAI uses and protects any information you supply.

From time to time it may be necessary for us to change our Privacy Policy by updating this page. This policy is effective from 15 October 2021.

Your Rights

Under the General Data Protection Regulations 2018 (GDPR), individuals have rights over how their personal data is used and processed by us.

How we collect data

The information to support any building regulations application is provided by the client, appointed agent (if applicable), and building contractor (if applicable).

How the law protects you

Data Protection legislation says that we can use personal information only if we have a valid reason for doing so. The law says this must be for one of the following reasons:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest
- When you consent to it

A legitimate interest is when we need to use your information for internal administrative purposes, to enable us to efficiently record and monitor the progress of your project.

What type of data do we collect from you?

The personal data we collect might include your name, address, telephone number and email address, and the name and address of your business. We also collect data about the properties where building works take place, including the address, a description of the works, the total value of the construction, the starting date of the works, and the name and contact details of the builder and/or architect involved. We also require plans or drawings of the works to perform our function under the Building Act 1984, and we are legally obligated to keep any plans or drawings sent to us concerning the building works for a period of no less than fifteen years.

How we use your personal data

The main ways in which we may use your personal data are:

- To create your project file, to administer it, to analyse your requirements and tailor our services to you
- To communicate with you and provide appropriate information about your project when requested
- To meet our legal obligations by sending information to the relevant Local Authority, Fire Authority and Water Authority, to meet the requirements of Building Control Regulations
- To keep records as required by the terms of our licence as Approved Inspectors, including transactional analysis and monitoring key performance indicators for internal and external audits

Sharing your personal information

CAI will only share your personal information with:

- Internal staff and appointed contractors, such as surveyors or engineers employed as specialists for your project, to provide the service you have requested
- Relevant local government and statutory bodies, solely for the purposes of obtaining necessary consents for your project
- Industry regulators and auditors, as required under the terms of our licence
- Dispute resolution bodies, including solicitors and courts, if necessary

Who has access to your data?

We will not sell or rent your data to unrelated third parties and we will not share your data with third parties for marketing purposes.

We may pass your data to our subcontractors for the purposes of completing tasks and providing services to you on our behalf (for example, to undertake remote inspections when the works are taking place in a location distant from our office). However, when we use subcontractors, we disclose only the personal data that are necessary to deliver the service and we have a contract in place that requires them to keep that information secure and not to use it for their own direct marketing purposes.

What rights do you have in relation to your personal information?

Unless subject to an exemption (under the GDPR) you have the following rights with respect to your personal data:

- The right to be informed: we inform you about how we manage your information in this Privacy Policy
- The right of access: you are entitled to know what information we have regarding you
- The right to rectification: you are entitled to have the information regarding you corrected if it is inaccurate or incomplete
- The right to erasure: you have the right to request we remove your personal information
- The right to restrict processing: you have the right to block or suppress processing of your information we manage
- The right to data portability: you are able to transfer or copy your information from one IT environment to another, safely and securely
- The right to object: you may object to how we manage your information by contacting us
- The right to lodge a complaint: you can lodge a complaint with the Information Commissioners Office (ICO).

How do we keep your data secure?

When you give us personal data, we take steps to ensure that it's treated securely. We have set up systems and processes to prevent unauthorised access or disclosure of your data – for example, we protect your data using various electronic and physical security measures. We also make sure that any third parties that we deal with keep all personal data they process on our behalf secure.

How can you access and update your data?

The accuracy of your data is important to us. If you want to know what data we hold about you, you can ask us for details and copies of the data with what is known as a subject access request.

Requests of this nature should be made in writing and sent to:

Corporate Approved Inspectors Ltd
Ground Floor, Quatro House, Lyon Way, Frimley Road, Camberley GU16 7ER

Email: info@caibc.co.uk

Making a data protection complaint

If you are dissatisfied about our use of your personal information, or the way we have handled any requests relating to your data privacy rights, you can raise a complaint directly with us using the contact details above. Any complaints will be dealt with according to our Complaints Procedure.

If you are unhappy about the way we handle your complaint, you are entitled to raise a complaint directly with the UK Information Commissioner's Office. Please visit their website at www.ico.org.uk for details of how to do this, or for further details on Data Privacy law.