

## Introduction

### Who are we what is this all about

End Systems Limited (We, Us, Our, The Company) are a small to medium enterprise operating in the construction engineering sector of the Building Services industry.

We take your privacy very seriously. In accordance with the GDPR regulations that come into force on the 25<sup>th</sup> May 2018, we are providing notice to set out your rights as to how we collect, use store and share your information. Our collection, use and sharing of your information is only based on your permission or where allowed by law.

Please read this Policy carefully to see how we will treat the personal information that you provide to us either when using our websites (endsystems.co.uk, endocs.co.uk and endbim.co.uk) or in other circumstances when we collect data from you. We will take reasonable care to keep your information secure and to prevent any unauthorised access or use of it.

We process all information in accordance with applicable UK data protection legislation. We may change this Privacy Policy from time to time and the change will take effect once the revised Privacy Policy is available on this Site. Therefore, please refer to this policy each time you submit your personal information.

Thank you for your trust and continued support.

### When do we collect your data

- When entering into a project related contract
- When supplying the Company with goods or services
- When providing you with access to our services such as ENDocs and ENDbim
- As a result of direct contact relevant to /surveys/feedback/offer of services
- Applying for a job
- Phoning us
- Writing to us
- Sending us an email

### What information do we collect

We collect and process personal data about you when you interact with us and our products and when you purchase goods and services from us. The personal data we process includes:

- Your name.
- Your username and password.
- Your home or work address, email address and/or phone number.
- Your job title.
- Your payment and delivery details, including billing and delivery addresses, where you contract our services.
- Information related to the browser or device you use to access our website.
- Internet browser and operating system.
- Your IP address.
- Photographs
- Any other information you provide.

## How do we use this information and what is the legal basis for this use

We process the personal data listed above for the following purposes:

If you enter into a contract or agreement by purchasing any of our services we require this information in order for us to fulfil that contract and are unable to do so without it.

To comply with applicable law and regulation.

To protect our legitimate business interest and legal rights, we have a legitimate interest to use the information in areas including but not limited to, legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process, litigation or arbitration)

We have a legitimate interest to respond to any comments or complaints we may receive from you, and/or in accordance with our legitimate interests investigating any complaints received from you or from others, about our services, website or our products.

We may use information you provide to personalise our communications to you and to personalise products or services for you, in accordance with either our contract or legitimate interests.

To maintain the effective use of our online services, ENDocs and ENDbim. We may use your information to help us check, improve and protect our products, content, services and websites, both online and offline, in accordance with our legitimate interests

We may monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law and our legitimate interests.

In circumstances where you contact us by telephone, details may be taken to allow us to provide any service you may have requested in accordance with our legitimate interests

Where we have a contractual or legitimate interest we may use your information to invite you to take part in market research or surveys.

We may send you direct marketing in accordance with 'Who do we share your personal data with' below. This information is periodically used to notify you of new services we may introduce and is only shared where you fall into the categories of contract, legitimate interest or opt in by consent.

When applying for a position at the Company.

## Who do we share your personal data with

We take your privacy very seriously and do not sell, distribute or 'pass on' your data to any third party and never will do.

We do, however, share your information with the following companies where they have agreed to process your personal data in line with this Privacy Notice.

1. Cultivate Creative as a data processor for the purpose of bulk email distribution which allows us to keep you informed of changes, modifications and new additions to the services we provide. This information is also periodically used to notify you of new services we may introduce. This information is only shared where you fall into the categories of contract, legitimate interest or opt in by consent.
2. Verve Digital as a data processor for the purpose of maintaining the service offerings provided by our online portals ENDDocs and ENDbim. Information is used solely to allow your successful interaction with the portals and provide automated notifications via email related to your hosted projects.

For employees at the Company we will also share, as necessary only, your personal information with our clients if we think the request is reasonable and if it is specific to the successful operation of our services to the client.

## ENDDocs and ENDbim

ENDDocs and ENDbim are our proprietary online portals for collaborative working and your personal data will be held to allow you to access and use the sites as required under the terms of our contract. If you are accessing the portals as a third party, then you agree to the use of your information as a legitimate interest which allows successful use of the portals.

Your information may also be used in accordance with our '**Who do we share your personal data with**' section above.

## Applying for a Position at the Company

If you apply for a position at the Company, we will only use the information you give us to process your application and to monitor the recruitment process. If we need to obtain references which would disclose your information to someone outside of the Company, you agree that we have a legitimate interest to do so.

We also have a legitimate interest to collect information so we can assess your suitability for the role.

If you are unsuccessful in your job application, we will hold your personal information for a maximum of six months after we've finished recruiting the post you applied for. After this date we will permanently destroy or delete your information.

If you begin employment with us, we will put together a file about your employment. We keep the information in this file secure, and will only use it for matters that apply directly to your employment.

## Sub-Contractors

If you are on our list of preferred sub-contractors you agree that we have a legitimate interest to retain records relating to your employment which will allow us to fulfil our obligations to our mutual contractor including but not limited to:-

- Employer
- Qualification details
- Training details

## How long will we keep your personal data

We will not keep your personal information for any purpose for longer than is necessary and will only retain the personal information that is necessary in relation to the purpose. We are also required to retain certain information as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

Information on employees leaving the company will be retained for a period of seven years in accordance with HMRC guidelines.

Where you are a Client, we will keep your information for the length of any contractual relationship you have with us and after that for a period of 5 years to enable successful repeat business.

Where you are a prospective customer and you have expressly consented to us contacting you, we will retain your data until you contact us and ask us to remove your information for a period of 12 months from when you last interacted with us or our content.

If you are a supplier of goods or services then we will retain your data for as long as you retain your status as a preferred supplier.

We will retain your data for a short time beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. In some instances, laws may require the Company to hold certain information for specific periods other than those listed above.

If you request us to remove your information we will do so as soon as practically possible but in any case within 28 days.

## Where is the data stored

The personal data that we collect from you is stored within our own servers at our head office or within data centres located in the European Economic Area ("EEA").

## Data Breaches

Whilst we take your privacy very seriously and do our utmost to secure your information we appreciate that no system, policy or procedure is infallible. With this in mind any data breach that is likely to result in a risk to the rights and freedoms of you as an individual, for example, if it could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage, we will report the breach to the Information Commissioners Office(ICO) within 72hours as required under the GDPR regulations.

## What are your rights in relation to your personal data

Where you have consented to us using your personal data, you can withdraw that consent at any time by contacting [enquiries@endsystems.co.uk](mailto:enquiries@endsystems.co.uk).

If your information is held in accordance with contract or legitimate interest then although you can request that we stop processing that information, if this results in our inability to fulfil our requirements then we retain the right to continue to process that information.

If the information we hold about you is inaccurate or incomplete, you can notify us and ask us to correct or supplement it. Please contact [enquiries@endsystems.co.uk](mailto:enquiries@endsystems.co.uk)

You also have the right, with some qualifications, to ask us to provide a copy of any personal data we hold about you. Please contact [enquiries@endsystems.co.uk](mailto:enquiries@endsystems.co.uk)

Where you have provided your data to us and it is processed by automated means, you may be able to request that we provide it to you in a structured, machine readable format.

We will endeavour to complete your request as promptly as possible but in any case will complete the request within one month of the initial request.

If you have a complaint about how we have handled your personal data, you may be able to ask us to restrict how we use your personal data while your complaint is resolved. In some circumstances you can ask us to erase your personal data (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal data; (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal data in accordance with our obligations.

## Cookies

Our websites ([endsystems.co.uk](http://endsystems.co.uk), [endocs.co.uk](http://endocs.co.uk) and [endbim.co.uk](http://endbim.co.uk)) aim to comply with the EU's Privacy and Communications Directive in relation to the use of cookies and similar technologies. This policy outlines how this website sets cookies on your computer.

## What Are Cookies?

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Google Analytics

*Cookies used: \_\_utma, \_\_utmb, \_\_utmc, \_\_utmz*

End Systems Limited use Google Analytics to collect information about how people use this site. End Systems Limited do this to make sure it's meeting its users' needs and to understand how the performance of the site could be improved.

Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. End Systems Limited do not collect or store your personal information (e.g.



your name or address) so this information cannot be used to identify who you are. The Google Analytics cookies are non-essential.

Full details of these cookies can be found at Cookies & Google Analytics in documentation for Google's Analytics tracking code. You can also read Google's Privacy Policy for Google Analytics.

To opt out of being tracked by Google Analytics across all websites visit

<http://tools.google.com/dlpage/gaoptout>.



## Google Maps

Cookies used: APISID, HSID, NID, PREF, SAPISID, SID, SSID

End Systems Limited use Google maps to display the companies office location. These cookies are used by Google to store user preferences and information when viewing the pages with Google maps on them.

## Social network plug ins

Our Services make use of social network plugins (“Plugins”). When you use a Service that contains Plugins, information may be directly transferred from your device to the operator of the social network. We have no influence on the data gathered by the Plugin. If you are logged into the social network, your use of our Service can be referenced to your social network account. If you interact with the Plugins, for example by clicking “Like”, “Follow” or “Share”, or enter a comment, the information may automatically show in your social network profile. Even if you are not logged into your social network account, it may be possible that the Plugins transmit your IP address to the social network operators. Please consider this when using our Services.

For information about the social network operators of the Plugins used in our Services (“Operators”) please see below:

Operators of Plugins used in our Services If you are a member of one or more of the following social networks and do not want the Operator to connect the data concerning your use of our Services with your member data already stored by the Operator, please log off the social network before using our Services.

- Facebook Data controller: Facebook Ireland Limited, Hanover Reach, 5-7 Hanover Quay, 2 Dublin, Ireland (“Facebook”). For further information you may visit Facebook’s privacy policy website at <https://www.facebook.com/about/privacy/>.
- Google+ Data controller: Google Inc., Amphitheatre Parkway, Mountain View, CA 94043, USA (“Google”). For further information you may visit Google’s privacy policy website at <http://www.google.co.uk/intl/en/policies/terms/regional.html>.
- LinkedIn Data controller: LinkedIn Ireland, Gardner House, Wilton Place, Wilton Plaza, Dublin 2, Ireland (“LinkedIn”). For further information you may visit LinkedIn’s privacy policy website at [http://www.linkedin.com/legal/privacy-policy?trk=hb\\_ft\\_priv](http://www.linkedin.com/legal/privacy-policy?trk=hb_ft_priv).
- Twitter Data controller: Twitter, Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA (“Twitter”). For further information you may visit Twitter’s privacy policy website at <https://twitter.com/privacy>.

## More Information

Should you have any queries regarding this Privacy Notice, about processing of your personal data or wish to exercise your rights you can contact us at [enquiries@endsystems.co.uk](mailto:enquiries@endsystems.co.uk). If you are not happy with our response, you can contact the Information Commissioner's Office: <https://ico.org.uk/>