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## **DATA PROTECTION POLICY:**

## **CUSTOMER & SUPPLIER PRIVACY NOTICE**

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## PRIVACY NOTICE FOR CUSTOMERS AND SUPPLIERS

### 1. What is the purpose of this document?

Arc Environmental Limited is committed to protecting the privacy and security of your personal information. This privacy policy describes how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR).

References to “we”, “our” or “us” in this privacy policy are to Arc Environmental Limited, a limited company registered in England & Wales with registration number 05539784 and having its registered office at Solum House, Unit 1 Elliott Court, St John’s Road, Meadowfield, Durham, DH7 8PN. This is our only trading address.

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This privacy notice applies to you if we process your personal information and you are a customer or a supplier or an individual that is a business contact of ours or another organisation that we deal with. This privacy notice does not form part of any contract you or the organisation you work for may have with us. This privacy notice does not apply to you if you are an employee or worker of ours, or a prospective candidate employee or worker of ours to all of whom we will provide a specific privacy notice.

It is important that you read this notice so that you are aware of how and why we are using such information.

### 2. Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

### 3. The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We will collect, store and use the following categories of personal information about you:

**Customer & Suppliers Personal contact data** - Name, title, role, addresses, telephone numbers and email addresses.

**Special Category Personal data** - There are "special categories" of more sensitive personal data which require a higher level of protection such as personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, trade union membership, genetic data, biometric data or data concerning health, sex life or sexual orientation.

We will not collect, store or use any of these "special categories".

#### 4. How is your personal information collected?

We will collect personal information from a number of sources. These may include the following:

- **Directly from you:** when you indicate that you are interested in the services we provide, wish to obtain information or contact us by phone, email or communicate with us directly in some other way.
- **From referrals and recommendations:** usually given by other people who know you or have a working relationship with you.
- **Your website:** publicly available information about you, your role and your company including contact details.
- **Your employer or the organisation you work for:** they may provide us with your name, position contact details and background information about you.
- **Our professional advisors:** such as lawyers, accountants, surveyors and other consultants and advisors.

#### 5. Situations in which we will use your personal information

We need all the categories of information in the list above (see Section 3) primarily to allow us to perform our services for or with you. We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- To contact you to discuss business related interests and opportunities.
- Where we need to perform the services to complete the contract that we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- For invoicing purposes, business management and planning, including accounting and auditing.
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- To prevent fraud.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information. The table below and on the following page describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this. Which will apply will depend upon the nature of your relationship and interactions with us;

Purpose	Personal Information Used	Lawful Basis of Processing
Enter into and perform contracts, where we may be supplying services to you and/or you may be supplying products/services to us or we may be involved in similar arrangements with third parties.	All the personal information we collect from customers and suppliers.	To enter into and perform contracts with either yourself or the organisation that you represent. We will process personal information where it is required for us to enter or perform the contract. We have a legitimate interest to properly perform contracts with third parties.
Maintain and improve our services and/or products.	All the personal information we collect from customers and suppliers.	We have a legitimate interest to improve the services and/or products we provide/supply or have provided/supplied to us.
Managing our relationship with you, dealing with and managing the exchange of contracts and completion of business accounts.	All the personal information we collect from customers and suppliers.	We need this information to be able to enter into, manage and perform our contract with you.

To provide you with requested information.	Contact details and services and products or other information that you have requested we provide to you or your organisation.	To comply with any request made by you.
To comply with our legal and regulatory obligations.	All the personal information we collect from customers and suppliers.	To comply with any legal and regulatory obligation or requirement.
Fraud, crime prevention and debt collection	All the personal information we collect from customers and suppliers.	We have a legitimate interest to detect and prevent crime and to collect debts.
Storage of records relating to you and also records relating to our business.	All the personal information we collect from customers and suppliers.	To be able to manage and operate the business and fulfil any legal obligations to do so, we have a legitimate interest to keep proper records.

## 5.1 Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose for which it was collected. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the lawful basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 6. Data sharing

We may share personal information with the following parties:

- **External service suppliers:** external service suppliers so that they can contact you about any issues in relation to works, services and contract;
- **Third parties who ask for or want referrals:** we may provide your details to a third party who is seeking services/products which are the same or similar to those that you provide;
- **Other service providers and advisors to us:** such as companies that support our IT, accountancy, etc., process payments, provide us with legal or financial advice and generally help us deliver services to you or the organisation that you represent or for us to purchase them from you or the organisation you represent;
- **Information providers:** which may include credit reference agencies, Companies House, HMRC, Land Registry;
- **The Government, local authorities, planning authorities or relevant regulators:** where we are required to do so by law or to assist with their investigations, for example the Information Commissioner's Office; and
- **Police, law enforcement agencies and security services:** to assist with the investigation and prevention of crime and the protection of national security.

## 7. Marketing

- **Email marketing:** from time to time, we may contact existing clients by email with information or news updates about the services we believe you may be interested in.

You can let us know at any time that you do not wish to receive marketing messages by sending an email to your usual contact or [admin@arc-environmental.com](mailto:admin@arc-environmental.com). We do not otherwise contact people for marketing purposes.

## 8. Transferring information outside the EU

The personal information we collect about you is not transferred to or stored in countries outside of the UK or European Union except as set out in this section. In limited circumstances the people to whom we may disclose personal information as mentioned in the section “Data Sharing” may be located outside of the UK and European Union. In these cases we will impose any protections to the personal information as are required by law before it is disclosed.

## 9. Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request. Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## 10. Data retention

**How long will you use my information for?** We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We have set out below the main retention periods which will apply:

- For individual contracts with clients and suppliers this will be for as long as we continue to have a relationship with that client or supplier and then for a period of 2 years afterwards;
- For individuals seeking information, making complaints or otherwise corresponding with us it will generally be 6 years;
- For financial transactions we would retain your records for approximately 12 years because this is our legal obligation.
- To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## 11. Your duty to inform us of changes

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you move position or work for a different organisation or change your phone number or email address. You can contact your usual contact within our organisation or by sending an email to [admin@arc-environmental.com](mailto:admin@arc-environmental.com).

## 12. Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Directors of Arc Environmental Limited in writing.

### No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### 13. Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact [admin@arc-environmental.com](mailto:admin@arc-environmental.com). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

### 14. Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy policy when we make any substantial updates upon request. We may also notify you in other ways from time to time about the processing of your personal information.

### 15 Monitoring and reviewing

The Directors of Arc Environmental Limited are responsible for monitoring the effectiveness of this notice and will review the implementation of it on a regular basis. They will assess its suitability, adequacy, and effectiveness. Any need for improvements will be applied as soon as possible. You are encouraged to offer feedback on this notice and make any suggestions for how it may be improved. Feedback of this nature should be addressed to the Directors of Arc Environmental Limited.

**If you have any questions about this privacy policy, please contact the Directors of Arc Environmental Ltd. on 0191 378 6380 or [admin@arc-environmental.com](mailto:admin@arc-environmental.com)**

This Privacy Policy was last updated September 2018.