

DATA PRIVACY NOTICE FOR CLIENTS AND SUPPLIERS

The policy of
Electrical Safety UK Ltd

POL-Y1-015-2

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Applies to: All ESUK employees

DOCUMENT REVIEW

Signed:



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Registered in England and Wales
Company Reg Number: 05223853

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1 Introduction

Electrical Safety UK Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the UK General Data Protection Regulation (the "UK GDPR") and the Data Protection Act 2018. This privacy notice was last updated on 10th November 2025.

2 Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The UK GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of UK GDPR). For example, name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The UK GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of UK GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

3 Who are we?

Electrical Safety UK Limited is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are:

2 Genesis Business Park,
Sheffield Road,
Rotherham,
S60 1DX
01709 961 666

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info@elecsafety.co.uk

For all data matters contact the Data Protection Officer Rebecca Broadhead on 01709 961 666 or Rebecca.broadhead@elecsafety.co.uk.

4 The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- Processing Orders,
- Ongoing Contract Communications,
- Notification of Renewal of previously acquired Training/Assessment
- Optional Marketing Communications

5 The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

Client data:

- Name, Address, Email Address,
- Mobile Telephone, Main Telephone,
- Company position and professional qualifications,
- Payment and transaction data,
- Contract details and service history

Training participant data:

- Name, Address, Email Address,
- Mobile Telephone, Main Telephone,
- Date of Birth, NI Number,
- Previous Training qualifications,
- Attendance and assessment records,
- Certification details.

We do not collect Special categories of data.

ESUK will only collect personal data that is necessary for the purposes of processing new orders and or training requirements. Personal data will generally only be collected directly from you or from your employer if they have arranged services on your behalf. We will inform you if we obtain your data from a third party other than your employer.

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6 What is our legal basis for processing your personal data?

Our lawful basis for processing your general personal data:

- **For contract fulfilment:** Processing necessary for the performance of a contract with you or to take steps to enter into a contract
- **For marketing communications:** Consent of the data subject for new clients; legitimate interests for existing clients where we have balanced our interests against your rights and freedoms
- **For legal obligations:** Processing necessary for compliance with a legal obligation to which we are subject

We will not rely on consent as a lawful basis where another basis is more appropriate. Where we rely on legitimate interests, a legitimate interest's assessment has been conducted and is available upon request.

7 Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with:

- Training Department – Your data may be shared with an external awarding body for the purposes of learning, assessment, and certification. This will only occur once written consent is provided from you when signing up to the training course.
- Consultancy Department - Your data may be shared with selected third parties upon completion of the contract. This will only occur once written consent is provided from you at the project closeout meeting.
- Legal and regulatory bodies where we have a legal obligation to share your data
- IT service providers who process data on our behalf, subject to appropriate data processing agreements
- Professional advisers including lawyers, auditors and insurers

We maintain a record of all third parties with whom we share personal data. Where we engage data processors, we have appropriate data processing agreements in place that comply with Article 28 of the UK GDPR. We conduct due diligence on all third parties to ensure they have appropriate security measures in place.

8 How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the following purposes; using the following criteria to determine how long to retain your personal data.

- **Training Course renewal** – Where a training course has a period of validity. Our Training courses will be time limited for a renewal to be taken following defined number of years, set by the awarding body. We will keep data for this period of validity as per guidelines from the awarding body.
- **Risk Assessment / Consultancy Renewal** – Where plans have been agreed and consent sought for periodic renewals of Consultancy based reports & studies. Your personal data will be kept for the period that the agreement is made.
- **Financial records** – We retain financial records for 7 years to comply with tax legislation
- **Marketing purposes** – We retain your contact details for marketing purposes for 2 years after our last interaction unless you opt out

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- **In the case of any legal claims/complaints** – We may retain data for up to 6 years in line with the Limitation Act 1980.

We regularly review our retention periods to ensure they remain appropriate. At the end of the retention period, we will securely delete or anonymise your personal data so it can no longer be associated with you. We maintain a detailed retention schedule which is reviewed annually. You can request information about our retention periods for specific types of data by contacting our Data Protection Officer.

9 Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data. We require your personal data as it is a requirement necessary to enter into a contract. But failure to provide relevant personal data may result in;

- Awarding Bodies refusing to provide qualifications following completion of training / assessment.
- Requirements necessary to enter into a contract not being present, which may result being unable to render services.

10 Your rights and your personal data

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

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).
- The right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

To exercise any of these rights, please contact our Data Protection Officer using the contact details in section 3. You will not be charged a fee for making a request.

We will respond to all requests within one month. This may be extended by up to two further months where requests are complex or numerous. We will inform you of any such extension within one month of receiving your request.

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11 Transfer of Data Abroad

We do not transfer personal data outside the UK and European Economic Area (EEA). If in future we need to transfer your personal data outside the UK or EEA, we will ensure that appropriate safeguards are in place in accordance with UK data protection legislation, such as standard contractual clauses or adequacy decisions.

12 Automated Decision Making

We do not use any form of automated decision making in our business.

13 Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

14 Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

15 Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

Our security measures include:

- Encryption of personal data where appropriate
- Regular testing and evaluation of security measures
- Staff training on data protection and security
- Physical security controls for our premises and paper records

We have put in place procedures to deal with any suspected personal data breach and will notify you and the Information Commissioner's Office of a breach without undue delay and within 72 hours of becoming aware of it, where we are legally required to do so.

16 Data Protection Impact Assessments

Where our processing of your personal data is likely to result in a high risk to your rights and freedoms, we will carry out a Data Protection Impact Assessment (DPIA) before processing. This helps us identify and minimise privacy risks.

Activities that may require a DPIA include:

- Introduction of new technologies affecting your data
- Systematic monitoring of publicly accessible areas

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- Processing special category data on a large scale

We maintain records of all DPIAs conducted and implement measures to address any identified risks

17 Cookies and Similar Technologies

Our website uses cookies and similar technologies to distinguish you from other users. This helps us provide you with a good experience when browsing our website and allows us to improve our site.

We use the following types of cookies:

- Strictly necessary cookies required for the operation of our website
- Analytical/performance cookies that collect information about how you use our website
- Functionality cookies that remember choices you make
- Targeting cookies that collect information about your browsing habits

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

18 How to make a complaint

For all data matters, contact the Data Protection Officer, Rebecca Broadhead on 01709 961 666 or Rebecca.broadhead@elecsafety.co.uk.

1. Contact our DPO with the details of your complaint
2. We aim to resolve all complaints internally
3. You can expect an acknowledgement of your complaint within 3 working days
4. We will provide a full response within 28 days

If this does not resolve your complaint to your satisfaction, you have the right to complain with the Information Commissioner's Office:

- Telephone: 03031231113
- Email: <https://ico.org.uk/global/contact-us/email/>
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England

Further information about your right to complain can be found at <https://ico.org.uk/make-a-complaint/>