



Bencewell Business Centre
Oakley Road
Bromley, Kent
BR2 8HG
TEL 0208 315 8680

Data Protection Policy

RI Works Limited (“RIW”) is committed to protecting the privacy of all customers, suppliers and all other contacts. All information collected is used purely to enable services provided. We will not communicate with you unless you expressly request it and will not share, sell or divulge any personal information without your permission.

You can be assured that we protect the information we collect. By using our products or services, you agree to the collection, use and sharing of your data in accordance with this policy. Unless the specific product states otherwise, all our products and services are included under this policy.

This policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data. We are committed to the following:

- Personal data shall be processed fairly and lawfully
- Personal data shall be obtained for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes
- Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed
- Personal data shall be accurate and, where necessary, kept up to date
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes
- Personal data shall be processed in accordance with the rights of data subjects under GDPR
- Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data
- Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Why do we collect your Data?

1. We use your personal information to provide you and other customers with services that you may request from us.
 - In accordance with a contract



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- Compliance with legal obligations and regulatory boards
 - To provide a high standard of service whilst protecting the interests of our business and customers.
2. Administering payments and the recovery of debts
 - In accordance with a contract
 - Compliance with legal obligations and regulatory boards.
 3. To conduct credit checks
 - The protection of our business.
 4. To resolve queries and complaints
 - In accordance with a contract
 - Compliance with legal obligations and regulatory boards
 - Ensuring our business is run in a prudent manner, queries are addressed, and complaints are investigated to prevent reoccurrence and improvement of our overall service.
 5. To enhance or improve your and our other customers' experience of our services
 - Compliance with legal obligations and regulatory boards
 - To ensure our customers' experiences of our services are satisfying and thus ensuring continued interest.
 6. To tell you about our services
 - Provided we have our customer's consent to do so, to provide our customers with information about our services.
 7. To check your identity when you use our services
 - In accordance with a contract
 - Compliance with legal obligations and regulatory boards
 - For the prevention of fraud
 - Protection of our business.
 8. Complying with legal obligations
 - Compliance with legal obligations and regulatory boards
 - Protection of our business.



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How do we collect your Data?

We collect data in many ways: most personal data we collect only when you provide it to us.

This may happen when you:

- Place an order, or register an interest
- Request support or other services
- You email us expressing an interest in working with us
- You provide us with your business card or other information, given to our employees at our office, sites, sales and marketing events.

This may also happen when we:

- We contact you with a view to engaging your services
- We provide Services to you as an actual or a potential hirer of your services
- We complete contractual documentation relevant to the Services.

Some personal data we collect when you contact us through our website. This information may include some or all of the following types of information:

- Email address
- Telephone number
- Your name
- Company name
- Your position within the company
- Any other information you divulge

We don't keep data for any longer than is necessary.

What type of Data do we collect?

The personal information collected will vary depending upon which services you engage us upon. This information may typically include:

- Your name
- Your address
- Date of birth
- Unique Tax Reference (UTR) number
- National Insurance number
- Company name



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- Company address
- Your position within a company
- Telephone number(s)
- Email addresses
- Next of kin
- Medical and health information
- Bank account details
- If you pay by credit card, your payment information
- Your insurance (if applicable)
- Proof of identity
- Any business-related qualifications (example CSCS – Construction Skills Certification Scheme cards)
- Contracts and terms agreed for work to be or that has been undertaken, including goods and services supplied
- Video information from CCTV recording systems at our office and sites for security and safety reasons
- Curriculum Vitae (CV's)
- Details of any enquiries or complaints

Do we share your Data?

Sometimes, though when and how we share it depends on your instructions and whether it is personal data or non-personal data. Our database is completely internal and is closed to any persons outside the company.

We only share your information with suppliers and partner companies to fulfil your order or contracted services with us for the following reasons:

- Where services are provided together with a partner business and it is necessary to disclose the information to them to provide a service
- For the prevention of fraud against us, third parties and customers
- For the purposes of identity verification
- For the purposes of recovering debt
- To prevent money laundering
- Where products and services are provided to third parties by us (e.g. for the purposes of identity verification and fraud prevention, and it is necessary to disclose information to them to provide the service)
- Other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety e.g. to exchange information to protect against fraud and to reduce payment risks



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- In connection with the prevention and detection of crime
- If we are involved in a merger, acquisition or asset sale, we will abide by this DPP, and any affected users will be informed if we transfer any personal data to a third party or if personal data becomes subject to a different privacy policy as a result.

We may be required to disclose certain personal information because it is required by law or for the purposes of legal proceedings.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.

Law enforcement agencies may access and use this information.

RIW and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities
- Managing credit and credit related accounts or facilities
- Recovering debt
- Checking details on proposals and claims for all types of insurance
- Checking details of job applicants and employees

RIW and other organisations may access and use, from other countries, the information recorded by fraud prevention agencies.

We may need to transfer personal information about customers to suppliers located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of the relevant law.

What rights do you have over your data?

You have the right to ask us about the personal data we process about you, the purpose and nature of the processing, and information on whom we share it with.

You have the right to request that we update, correct, or delete your personal data at any time (assuming that this does not impact the services we are providing to you). Please note that we may reject requests which risk the privacy of others or are unreasonable or repetitive. Unless you request us to delete your data, please note that we typically keep your personal data no longer than is reasonably necessary given the purposes for which the data was collected.



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You have the right to opt out of the use or collection of certain data by us or by third parties, including personal data and non-personal data.

You have the right to opt-out of receiving our email newsletters, bulletins, or other information at any time by informing us by post at

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You have the right to expect us to protect your personal data and keep it safe. We work hard to protect our company, our users and our customers from unauthorised access to or unauthorised alteration, disclosure or destruction of the information we hold. In particular:

- We abide by this policy at all times with respect to all data that we collect from you
- We limit the use and disclosure of your personal data, and work to ensure that anyone with whom we share such information treats that information with the privacy and security it deserves
- We have put in place physical, technical and administrative practices to safeguard and secure the information we collect
- If any breach is made to your personal data, we will make every effort to inform you immediately.

For any queries on our data storing policies, or to request to opt out of us storing your data – please contact us on 0208 3158680.

What changes have we recently made?

We reserve the right to change this policy at any time and will indicate the date the policy was most recently updated. If there have been significant changes, we will highlight any such changes, and will attempt to directly alert you when possible.

This policy was last updated: 24th May 2018