



THE BANKS GROUP LIMITED

CUSTOMERS, SUPPLIERS AND VISITORS PRIVACY POLICY

1. INTRODUCTION

1.1 In this Privacy Policy:

- 1.1.1 references to **we, us or our** means The Banks Homes Limited, a limited company registered in England (company number: 13884075), whose registered office is Inkerman House, St John's Road, Meadowfield, Durham, County Durham, DH7 8XL which is part of a group of companies (the **Banks Group**) and who operates from the address shown in the **How to contact us** section below. Your personal information will be held by Banks Homes Limited and it will be shared with other companies within the Banks Group;
- 1.1.2 references to **you or your** means any individuals who:
- (a) are employed or engaged by a Customer or who is a Customer (as defined below);
 - (b) are employed by or engaged by a Supplier or who is a Supplier (as defined below); or
 - (c) are a Visitor (as defined below)
 - (d) visits our Website (as defined below) or any of our Banks Sites or Related Premises (as also defined below); or
 - (e) contacts is on their capacity as a Customer, Supplier, Visitor or local community representative;
- 1.1.3 references to **Banks Sites or Related Premises** means any of the offices, sites or premises that we operate from as a business or the land and properties we are developing or working on to provide our residential dwellings and associated services;
- 1.1.4 references to **Customer or Customers** means any:
- (a) entity buying or enquiring about the land and properties we develop or the services we sell; or
 - (b) individual who buys or makes enquiries about the land and properties we develop or the services we sell;
- 1.1.5 references to **Visitor** means any individual who is not a Customer or a Supplier and who makes either an authorised or unauthorised visit(s) to any Banks Sites or Related Premises and **authorised** in this context means anyone who has permission to, or whose presence on any Banks Sites or Related Premises is authorised by any member of the Banks Group and **unauthorised** in this context means anyone who, has no authority, permission or right to access any Banks Sites or Related Premises from any member of the Banks Group;
- 1.1.6 references to **Website** means the social media accounts that we operate and the website found at <https://www.bankshomes.co.uk/>.as may be amended or supplemented by us from time to time.

- 1.2 We have appointed a Data Protection Officer who is responsible for overseeing questions in relation to this Privacy Policy. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact the Data Protection Officer using the details set out in the **How to contact us** section below.

2. PRIVACY POLICY

- 2.1 This privacy policy (together with any other documents referred to on it) sets out the basis on which we collect and use personal information about you:-
 - 2.1.1 when we speak to you on the telephone;
 - 2.1.2 through your use of the Website;
 - 2.1.3 through email and other forms of correspondence; or
 - 2.1.4 when you visit any Banks Sites or Related Premises.
- 2.2 This Privacy Policy describes in detail who is responsible for the personal information that we collect about you, the nature of the personal information we collect and how we will use it. We will also set out who we disclose it to and your rights and choices in relation to your personal information.
- 2.3 In this Privacy Policy where we use the words **personal information** we use these words to describe information that is about you and which identifies you and other individuals.
- 2.4 You have the **right to object** to our use of your personal information in certain circumstances. Please see the **Your rights** section below for a summary of your right to object (along with your other rights under data protection law) and the details of who to contact if you want to exercise them. Please see the **How to contact us** section if you need to get in touch.
- 2.5 Our Website is not intended for children and we do not knowingly collect personal information relating to children.
- 2.6 Our Website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Website, we encourage you to read the privacy policy of every website you visit.

3. WHO IS RESPONSIBLE FOR THE PERSONAL INFORMATION THAT WE COLLECT?

- 3.1 We are the data **controller** for the purpose of data protection law, in respect of your personal information collected and used in our dealings with you, through your use of the Website, in our dealings with you and when you visit any Banks Sites or Related Premises.
- 3.2 This is because we dictate the purpose for which your personal information is used and how we use your personal information.

4. WHAT PERSONAL INFORMATION DO WE HOLD ABOUT YOU?

- 4.1 We collect and use personal information about you in the course of providing you with our services, with the Website, when we supply you with goods and services, when you visit any Banks Sites or Related Premises and you provide us with your personal information. We may also collect certain personal information from you via our Website or when you choose to interact with us. The personal information we collect includes:

4.2 Information you provide to us

The information you provide to us may include:

TYPE OF PERSONAL INFORMATION	EXAMPLES
General	
Contact information.	Name, title, address, email address and telephone number.
Log in details.	Username and account number for access to digital platforms, Website and systems or services provided in connection with our business or under our contract with you.
Telephone recordings.	Recordings of telephone calls with our representatives and call centres.
Register to use our online services.	Username and account number for access to digital platforms, our Website, systems and services.
Details of complaints and compliments you or your employer make.	Name, address, e-mail address or telephone number, details about the service you received/your experience.
Financial	
Financial information and account details.	Details regarding services purchased, price, payment method and other financial account details.
Marketing Preferences	
Information about you enabling us to provide you with relevant material and details about us and what we do.	Contact information that is collected about you. This information may also be collected over the telephone, by email, from our Website or other digital services or from you in person.
Marketing preferences, marketing activities and feedback.	Marketing preferences, or responses to voluntary satisfaction surveys. To improve our marketing communications, we may collect information about interaction with, and responses to, our marketing communications.
Other	
CV relating to previous employment experiences, results of criminal records checks and personal information about you.	Personal information about your previous employment history and experiences, results of criminal records checks and personal information about you such as your hobbies and interests.
CCTV footage.	Images captured on CCTV if you visit any Banks Sites or Related Premises.
Footage from vehicle cameras on any of our vehicles on any Banks Sites or Related Premises.	Images captured on vehicle cameras if you visit any Banks Sites or Related Premises.
Footage and audio information recorded by body cameras worn by our staff and/or security personnel who are carrying out	Images and audio recordings captured by body cameras worn by our staff and or security

TYPE OF PERSONAL INFORMATION	EXAMPLES
security patrolling on any Banks Sites or Related Premises.	personnel who are carrying out security patrolling on any Banks Sites or Related Premises.
Satisfaction/feedback surveys.	Your views and opinions about how we are performing (for example, in relation to our properties) or your visit to any Banks Sites or Related Premises as well as your views about our proposed development projects or Website.
Technical Information.	Technical information from any device you use to access any digital platforms, our Website or systems or services provided in connection with our business, such as your mail address, your network information which is information from your device such as your IP addresses, internet service providers, location information and device information.
Through our use of cookies on our Websites.	Cookies are pieces of information stored directly on the device you are using. Cookies allow us to recognise your device and to collect information such as internet browser type, time spent using the Website and pages visited. Please see our Cookies Policy which can be accessed here: https://www.bankshomes.co.uk for further details on how we use cookies on our Website.

This includes information you provide:

- a) when you fill in forms for us and submit an enquiry, whether in relation to any digital platforms, our Website, or using systems or services which we provide to you or a Customer or Supplier;
- b) when you request marketing to be sent to you;
- c) when you attend an event;
- d) when you are a Visitor, we will ask for your name and telephone number and details of the corporate entity that you represent and your car registration number, where applicable;
- e) when you are a Visitor if we ask you to confirm your identity;
- f) when you are a Visitor to enable us to meet our legal obligations in relation to the health and safety of Visitors or to report a crime or the commission of a trespass against us;
- g) if you have been deemed to have committed the tort of trespass against us or a crime and we wish to investigate the matter;
- h) when we record calls between us for training, monitoring and quality control purposes (which we may do);
- i) when you engage with us in relation to the properties we develop or the services we sell;
- j) when you engage with us in relation to any sale of any part (or parts) of our business or assets, or regarding any purchase by us of any business or assets, including any transitional services arrangements; and

- k) as technical information (including your login information in relation to any digital platform, our Website, systems or services and, to the extent that they constitute personal information, the IP address you use to connect your device to the Internet and the browser type and version you use on your device).

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time. It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

4.3 Information we receive from other sources and / or publicly available sources such as:

- a) we may collect personal information from publicly available sources such as Facebook, Instagram and LinkedIn, including your name, role and business contact details. We may also receive personal data from estate agents, including your name, contact details, address and details of types of properties you are interested in;
- b) if we carry out a credit check on Customers, we may receive personal information from the provider of these checks such as the names of directors, their addresses and details of previous roles they have held. We use a third party to undertake anti-money laundering and proof of funds checks.
- c) information (such as your image) collected via CCTV installed at any of our Banks Sites or Related Premises or around the perimeter of our Banks Sites or Related Premises or which is worn by our members of staff or security personnel when using body worn cameras. This information will include CCTV footage and visual images and audio recordings from body worn cameras. This information is collected for health and safety purposes as well as in relation to the prevention and detection of crime or in relation to trespass. We store this information on average for a period of 30 days before it is deleted (unless it is required for health and safety purposes or for the investigation or prosecution of a crime or allegation of trespass). We will only disclose CCTV footage or visual images and audio recordings obtained from body cameras worn by staff or our security personnel to third parties where required by law to help prevent or detect a crime or the commission of a trespass against us;
- d) where you are an unauthorised Visitor we may also collect information (such as your image) from social media footage provided by members of our staff or security personnel that has been captured on their own personal devices and submitted to us in response to your unauthorised access or threatened unauthorised access to any of our Banks Sites or Related Premises or the alleged commission of a crime or trespass against us. Personal information that is collected in this way will be held on average for 30 days (unless it is required for investigation or prosecution purposes); or
- e) when you register for one of our events.

We collect identity and contact information about you from the above, and any other available sources (as updated from time to time).

4.4 Aggregated Data

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal information but is not considered personal data in law as this information will not directly or indirectly reveal your identity. For example, we may aggregate your Website usage data to calculate the percentage of users accessing a specific feature. However, if we combine or connect aggregated data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Policy.

5. INFORMATION ABOUT THIRD PARTIES

- 5.1 In the course of enquiring about the properties we develop, or when providing us with goods or services for our business needs, using the Website and visiting any Banks Sites or Related Premises as a Visitor, you may provide us with personal information relating to third parties. For example you may provide us with the name and contact details of your employees or next of kin.
- 5.2 We will use this personal information in accordance with this Privacy Policy. If you are providing personal information to us relating to a third party, you confirm that you have the consent of the third party or are otherwise permitted to share such personal information with us and that you have made the information in this Privacy Policy available to the third party.

6. HOW DO WE USE THE PERSONAL INFORMATION WE COLLECT ABOUT YOU?

6.1 We use your personal information:

- 6.1.1 to manage our relationship with you and to progress any interest in any of our properties, including pre-and post-sale matters;
- 6.1.2 in connection with the provision of the Website;
- 6.1.3 in relation to the land and properties we develop;
- 6.1.4 to make enquires and obtain supplies for our business from you;
- 6.1.5 to assist you;
- 6.1.6 to ensure that we meet our legal obligations when you visit any Banks Sites or Related Premises (as the case may be);
- 6.1.7 to organise and manage events; and
- 6.1.8 to share with relevant third parties such as mortgage brokers and/or property surveyors where applicable.
- 6.2 Under data protection law we can only use your personal information if we have a proper reason to do so (this is also known as a legal basis). Examples of where we have a legal basis include when:
- 6.2.1 we have your **consent**
- 6.2.2 it is **necessary to enter into or perform a contract** with you or your employer where you are acting on behalf of a corporate entity (or to take steps at your request prior to entering into that contract);
- 6.2.3 it is necessary to comply with a **legal obligation**;
- 6.2.4 it is necessary in order to **protect your vital interests**; or
- 6.2.5 it is in our legitimate interests.
- 6.3 Where we rely on our legitimate interests we mean our:
- 6.3.1 pursuit of our commercial activities and objectives, or those of a third party;
- 6.3.2 compliance with applicable legal and regulatory obligations and any codes of conduct; it is necessary to comply with a **legal obligation**;
- 6.3.3 improvement and development of our business operations and service offering, or those of a third party; or

- 6.3.4 protection of our business, shareholders, employees and customers, or those of a third party.
- 6.4 We have set out the main reasons for using your personal information in the table below under the heading **Legal Basis**. Where we rely on our legitimate interests, we have set out those interests in the table below.
- 6.5 Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.
- 6.6 You have the **right to object** to our use of your personal information at any time. Please see the Your rights section below for a summary of your right to object and the details of who to contact if you want to exercise them. Please see the **How to contact us** section below if you need to get in touch.

Purpose	Legal Basis
To communicate with you and other individuals.	<p>Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business.</p> <p>Necessary to enter into or perform a contract we have with you, including if you decide to purchase one of our properties.</p> <p>Consent.</p>
To carry out our obligations arising from any digital platform, systems or services we provide in connection with our business as well as any contracts entered into between you and us or in preparation of entering into a contract with you or the Supplier or Customer.	<p>Legitimate interests. It is in our legitimate interest to comply with any digital platform, systems or services we provide in connection with our business as well as the terms of a contract we have in place with you or a Supplier or Customer.</p> <p>Performance of a contract we have with you.</p>
To manage complaints, feedback and queries and provide customer support.	<p>Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business and deal with any queries.</p>
To improve the quality of the Website and your experience using the Website.	<p>Legitimate interests. We require your personal information to enhance, modify and personalise the Website and your or your employer's general experience for your benefit or the benefit of the Supplier or Customer as applicable.</p>
To comply with any legal or regulatory obligations (including anti-money laundering checks or in connection with a court order or requests for information from the Crown Prosecution Service).	<p>Necessary for compliance with a legal obligation to which we are subject.</p>
To provide you with information in relation to the land and properties we develop (including newsletters and details of any events we offer and which we believe may be of interest to you or your employer) in accordance with any specified preferences.	<p>Consent.</p> <p>Legitimate interests. We require your personal information to enable us to manage and carry out our operations as a business.</p>

Purpose	Legal Basis
CCTV recordings in the UK captured by equipment in any Banks Sites or Related Premises or around the perimeter of any Banks Sites or Related Premises which are used for the purposes of public and staff safety and crime detection and prevention, trespass detention and prevention and to manage any complaints that may arise.	Legitimate interests: We require your personal information in order to assist us with public and staff safety, crime prevention and detection of the commission of a trespass against us and to manage our and your work activities or those of your employer.
Visual images and audio recordings recorded on body cameras which are sometimes worn by staff and / or our security personnel for the purposes of public and staff safety and crime detection and prevention, trespass detention and prevention and to manage any complaints that may arise.	Legitimate interests: We require your personal information in order to assist us with public and staff safety, crime prevention and detection or the commission of a trespass against us and to manage our and your work activities or those of your employer.
Visual images, audio recordings, and articles recording your participation in our public relations and public consultation activities.	Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business. Consent.
To engage with you via social media or to follow your public posts on social media.	Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business. Consent.
To analyse and improve how we run our business and to evaluate and develop our business.	Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business.
To undertake security monitoring against email traffic to detect, investigate and resolve cyber security threats.	Legitimate interests. We require your personal information in order to enable us to protect, manage and carry out our operations as a business securely.
To protect against fraud or other criminal activity, as well as dealing with Government authorities/law enforcement agencies.	Necessary for compliance with a legal obligation to which we are subject. Legitimate interests. We require your personal information in order to enable us protect us against conduct or reputational issues and to manage and carry out our operations as a business.
To carry out credit reference checks on the Customer or Suppliers.	Legitimate interests: We undertake these checks to certify and assess your financial standing to ensure we receive payment for the provision of our goods and services.
To provide you with access to our guest Wi-Fi when you visit any of Banks Sites or Related Premises.	Legitimate Interests. We require your personal information in order to enable us to provide you with an access point to our corporate Wi-Fi and to enable us to manage and carry out our operations as a business.

Purpose	Legal Basis
<p>To enable us to deal with any operational issues or problems or queries from third parties that may arise following an unauthorised visit by a Visitor which may or may not involve alleged criminal activity or trespass against us.</p>	<p>Necessary for compliance with a legal obligation to which we are subject.</p> <p>Legitimate interests. We require your personal information in order to enable us protect us against conduct or reputational issues and to manage and carry out our operations as a business</p>

- 6.7 Where we process your personal information on the legal basis of our **legitimate interests** (as set out in the table above), we have carefully considered and assessed your rights and freedoms which require protection of your personal information in respect of each specific purpose. Having undertaken this assessment, we have determined that our legitimate interests are not overridden by your rights under data protection laws. If you would like further information about how we have balanced your rights and freedoms against our legitimate interests, please get in touch using the details at the **How to contact us** section below.
- 6.8 We may be required to obtain your personal information to comply with our legal requirements, to enable us to fulfil the terms of our contract with you or in preparation of us entering into a contract with you. If you do not provide the relevant personal information to us, we will not be able to provide the goods or services to you, or to arrange payments.
- 6.9 We strive to provide you with choices regarding certain personal information uses, particularly around marketing and advertising. If you wish to change your marketing preferences and you do not wish to hear from us, please let us know by contacting us on the details provided in the **How to contact us** section below.
- 6.10 We may use your personal information to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing). You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have not opted out of receiving that marketing. We will get your express opt-in consent before we share your personal information with any third party for marketing purposes. You can ask us or third parties to stop sending you marketing messages by contacting us at any time. Where you opt out of receiving these marketing messages, this will not apply to personal information provided to us as a result of a product/service purchase, product/service experience or other transactions, as we will still need to use your personal data for those matters.
- 6.11 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. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal 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.

7. WHAT SENSITIVE PERSONAL INFORMATION DO WE HOLD ABOUT YOU?

- 7.1 We may also collect certain sensitive personal information (including any special categories of personal data) from you. This may include information concerning your current physical medical condition or disability information and information relating to criminal convictions and offences for example if you are accused of, or are found guilty of committing a trespass against us or a crime.
- 7.2 When we process your sensitive personal information, we will rely on either of the following legal bases:

- a) your explicit **consent**; or
- b) one or more of the other legal bases set out in the table above and the use is **necessary for the establishment, exercise or defence of legal claims, or whenever courts are acting in their judicial capacity** (for example, when a court issues a court order requiring the processing of your sensitive personal information); or
- c) one or more of the other legal bases set out in the table above and the use is necessary in **preventing or detecting unlawful acts and processing legal claims**.

8. WHO MAY WE DISCLOSE YOUR PERSONAL INFORMATION TO?

8.1 You agree that we may share your personal information with:

TYPE OF THIRD PARTY	EXAMPLES
General	
Our group companies.	Other companies and entities that are part of the Banks Group.
Our service providers.	<p>Our business partners, suppliers and sub-contractors, for example:</p> <ul style="list-style-type: none"> ○ Our website developer / host for (i) tracking website use; and (ii) liaising with supporters and potential supporters of our projects (including by email). It also has access to information that is submitted to us via the Website; ○ Events management organisations; ○ Our customer relationship management system; ○ Our project management system; and ○ Our IT systems providers. <p>A current list of all these third party service providers with whom we share your personal information can be provided to you on request using the details at the How to contact us section below.</p>
Our professional advisers.	Including accountants, lawyers and other professional advisers that assist us in carrying out our business activities, a current list of these third parties can be provided to you on request using the details at the How to contact us section below.
Our professional security agency.	These provide security surveillance systems, security guards/personnel and support services for the Banks Group.
External agencies and organisations.	External agencies and organisations (such as the relevant local authority, the UK Visas and Immigration department and other law enforcement agencies) for the purpose of complying with applicable legal and regulatory obligations.

TYPE OF THIRD PARTY	EXAMPLES
The Police and other law enforcements bodies.	We may disclose your personal information to various police forces in the UK such as Northumbria Police, Durham Constabulary and the Metropolitan Police Force where we suspect that a crime or a trespass may have been committed against us or our Customers or we reasonably believe, may be committed against us.
Regulatory authorities, government agencies or law enforcement bodies.	We may disclose your personal information where these bodies have jurisdiction over our activities.
Other third parties.	We may share personal information with third parties such as credit check providers, and providers who undertake anti-money laundering and proof of funds checks.

8.2 We will also disclose your personal information to other third parties, for example:

- 8.2.1 in the event that we sell or buy any business or assets (including the property at which you reside), we will disclose your personal information to the prospective seller or buyer of such business or assets;
- 8.2.2 if we or substantially all of our assets are acquired by a third party (or are subject to a reorganisation within our corporate group), personal information held by us will be one of the transferred assets, and may also be shared on an ongoing basis (i.e. if you contact us with a query after the acquisition and we have to pass it on to the third party acquirer in order to obtain an answer for you); and
- 8.2.3 if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our legal rights under any contract we have with you.

This will include sharing your personal information with other parties if and to the extent required under the terms of the relevant transaction. This may include sharing personal information pursuant to a transitional services agreement to ensure the continuity of a sold business.

8.3 For a full list of the third parties with whom your particular personal information may be shared, please contact us using the details at the **How to Contact Us** section below.

9. SHARING WITH THIRD PARTIES AND COMPANIES WITHIN THE BANKS GROUP

9.1 Where we act as an independent controller of your personal information we will use your personal information for our own purposes. Sometimes third parties and other companies in the Banks Group will act as controllers of your personal information that we collect. This is where they determine the purposes and means of processing your personal information.

9.2 They will use your personal information for their own legitimate purposes and in the case of third parties such as the Police or the Courts as described in their applicable privacy notices and in the case of other companies in the Banks Group, as described in the Banks Group Privacy Policy (available at <https://www.banksgroup.co.uk/privacy-policy/>).

10. WHERE WILL WE TRANSFER YOUR PERSONAL INFORMATION?

10.1 We will process your personal information within the UK. We may also process your personal information in the United States as a result of you sharing personal information with us via social media and other similar platforms.

- 10.2 When we transfer personal information outside the UK we will implement appropriate and suitable safeguards to ensure that such data will be protected as required by applicable data protection law, for example we will seek to anonymise it. If we can't anonymise your personal information, we will ensure that your personal information is protected in some other way. For example, we may use specific contracts approved for use in the UK which give personal information processed overseas the same protection it has in the UK. For further information as to the safeguards we implement please contact us using the details in the **How to contact us** section below.
- 10.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to us and any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

11. HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION FOR?

- 11.1 We will retain your personal information for no longer than is necessary for the purposes for which the personal information is processed. The length of time we hold on to your personal information will vary according to what that information is and the reason for which it is being processed.
- 11.2 To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means. We also consider any applicable legal, regulatory, tax, accounting or other requirements which may specify how long we should retain your personal information for.
- 11.3 Personal information held on our IT systems may be held on back-up systems for up to 7 years and will be put beyond use during this time.
- 11.4 Subject to the above, personal information about our Customers will be retained by us in accordance with our records retention policy for 7 years to allow us to:
- 11.4.1 respond to any queries or complaints you may have; and
 - 11.4.2 fulfil our obligations to the relevant tax authorities depending on where you are resident and other relevant governing bodies
- 11.5 CCTV footage and images (including audio recordings) obtained via body cameras worn by our staff and security personnel are retained in accordance with the retention periods in paragraph 4.3(c) above.
- 11.6 In some circumstances we may retain your personal information for longer than 7 years with your consent.
- 11.7 In some circumstances we will anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information without further notice to you.
- 11.8 For further information about how long we keep your personal information, please get in touch using the details at the **How to contact us** section below.

12. DATA SECURITY

- 12.1 We will seek to put in place appropriate security measures to guard against 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. For

further information about these measures, please contact us using the details in the **How to contact us** section below.

12.2 We have also 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.

13. YOUR RIGHTS

You have certain rights with respect to your personal information. The rights will only apply in certain circumstances and are subject to certain exemptions. Please see the table below for a summary of your rights and who to contact to exercise them.

SUMMARY OF YOUR RIGHTS	
Right of access to your personal information	You have the right to receive a copy of your personal information that we hold about you and information about how we use it, subject to certain exemptions.
Right to rectify your personal information	You have the right to ask us to correct your personal information that we hold where it is incorrect or incomplete. Note, however, that we may need to verify the accuracy of the new data you provide to us.
Right to erasure of your personal information	You have the right to ask that your personal information be deleted in certain circumstances. For example: <ul style="list-style-type: none"> • where your personal information is no longer necessary in relation to the purposes for which they were collected or otherwise used; • if you withdraw your consent and there is no other legal ground for which we rely on for the continued use of your personal information; • if you object to the use of your personal information (as set out below); • if we have used your personal information unlawfully; or • if your personal information needs to be erased to comply with a legal obligation. <p>Note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.</p>
Right to restrict the use of your personal information	You have the right to suspend our use of your personal information in certain circumstances. For example: <ul style="list-style-type: none"> • where you think your personal information is inaccurate but only for so long as is required for us to verify the accuracy of your personal information;

SUMMARY OF YOUR RIGHTS	
	<ul style="list-style-type: none"> • the use of your personal information is unlawful and you oppose the erasure of your personal information and request that it is suspended instead; • we no longer need your personal information, but your personal information is required by you for the establishment, exercise or defence of legal claims; or • you have objected to the use of your personal information and we are verifying whether our grounds for the use of your personal information override your objection.
Right to data portability	<p>You have the right to obtain your personal information in a structured, commonly used and machine-readable format and for it to be transferred to another organisation, where it is technically feasible.</p> <p>The right only applies:</p> <ul style="list-style-type: none"> • to personal information you provided to us; • where we rely on the following legal bases: <ul style="list-style-type: none"> • consent; or • for the performance of a contract; and • when the use of your personal information is carried out by automated (i.e. electronic) means.
Right to object to the use of your personal information (including to object to direct marketing, automated decision making and profiling)	<p>You have the right to object to the use of your personal information in certain circumstances and subject to certain exemptions. For example:</p> <ul style="list-style-type: none"> • where you have grounds relating to your particular situation and we use your personal information for our legitimate interests (or those of a third party); • if you object to the use of your personal information for direct marketing purposes; and • where we use your personal information to take a decision which is based solely on automated processing where that decision produces a legal effect or otherwise significantly affects you.
Right to withdraw consent	<p>You have the right to withdraw your consent at any time where we rely on consent to use your personal information.</p> <p>However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.</p>

SUMMARY OF YOUR RIGHTS

Right to complain to the relevant data protection authority

If you think that we have processed your personal information in a manner that is not in accordance with data protection law, you can make a complaint to the data protection regulator. In the UK this is the Information Commissioner's Office (ICO) and they can be contacted on 0303 123 1113 or please see www.ico.org.uk.

If you wish to exercise any of the rights set out above, please contact us using the details in the **How to contact us** section below.

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 is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

14. HOW TO COMPLAIN

14.1 If you think there is a problem with how your personal information is being handled, please contact us by using the contact details below.

14.2 You also have the right to complain to the Information Commissioner's Office who can be contacted on 0303 123 1113. Please also see www.ico.org.uk.

15. 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, we will give you reasonable notice of any changes.

16. HOW TO CONTACT US

16.1 If you have any questions regarding this Privacy Policy or the way we use your personal information, you can contact us by:

16.1.1 telephone on 0191 378 6100;

16.1.2 email at david.martin@banksgroup.co.uk; or

16.1.3 post at:

David Martin, Data Protection Officer,

The Banks Group,

Inkerman House,

St John's Road, Meadowfield Industrial Estate,

Durham,

DH7 8XL

This Privacy Policy was last updated on 2 September 2024