

# PRIVACY NOTICE – EMPLOYEES, CONTRACTORS AND SUPPLIERS



## 1. Who we are:

LOS Electrical Engineers, gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

LOS Electrical Engineers registered office is at Unit 14 Mobbs Way Business Park, Mobbs Way, Lowestoft, Suffolk. NR32 3BE and we are a company registered in England and Wales under company number 01644630. We are registered on the Information Commissioner's Office Register and act as the data controller when processing your data. Our designated Responsible Persons can be contacted at Unit 14 Mobbs Way Business Park, Mobbs Way, Lowestoft, Suffolk. NR32 3BE.

## 2. Information That We Collect:

LOS Electrical processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

### ***The personal data that we collect from you is your: -***

- Name
- Date of Birth
- Gender
- Job title
- Profession & Memberships
- Contact information such as email addresses and telephone number(s)
- Demographic information such as postcode, preferences and interests
- Identification documents such as photo ID such as your passport or birth certificate and proof of address.
- Financial information such as banking, credit/debit card numbers and national insurance information
- Driving information such as licence and statistical information
- Training records, qualifications and courses attended
- Photos
- Special Category Data (*i.e. health/medical information, details about religion, sexuality etc.*)
- Employment History

### ***We collect information in the below ways: -***

- Online form and Cookies
- Website / Enquiries / Requests
- Employment CV's
- Recruitment Portals
- Emails
- Invoicing / Purchase Orders
- Request for quotes
- Contracts & Trading Agreements
- Agencies



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## 3. How We Use Your Personal Data: (Legal Basis for Processing)

LOS Electrical Engineers takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. **The purposes and reasons for processing your personal data are detailed below: -**

- We collect your personal/business data in the performance of a contract, or to provide a service and to ensure that orders are completed and can be sent out to your preferred address
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- Booking training courses to support your learning and growth
- We have a legal obligation to share your personal data with a credit reference agency and provide us with financial background checks prior to you commencing employment / trading with us
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests
- To determine effectiveness of marketing and sales
- To understand how people interact with our website and our business
- To collate customer satisfaction feedback to aid business continual improvement
- To prevent fraud
- Management of customer / business relationships
- As part of the recruitment selection and processing

## 4. Your Rights:

You have the right to access any personal information that LOS Electrical Engineers processes about you and to request information about: -

- a. What personal data we hold about you
- b. The purposes of the processing
- c. The categories of personal data concerned
- d. The recipients to whom the personal data has/will be disclosed
- e. How long we intend to store your personal data for
- f. If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.



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If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## 5. Sharing and Disclosing Your Personal Information:

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. LOS Electrical uses third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

- Audits and Governing Bodies
- Medical Providers
  - Occupational Health
  - Health Insurance
- Training providers
- IT
  - IT Support / IT Maintenance / Website
- Finance
  - Records for business accounting, debt and transactional history, payroll, and tax purposes
- Pension Provider
  - Records for contributions / Payroll information for pensions
- Insurance company
  - Company vehicle & commercial vehicle insurers / Business Insurances
  - Hold personal data to provide insurance cover for the company / Commercial Insurance The

privacy notices for the third-party providers can be requested from [info@loselectrical.co.uk](mailto:info@loselectrical.co.uk)

## 6. Safeguarding Measures:

LOS Electrical Engineers takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

- a. Restricted access
- b. IT authentication
- c. Firewalls
- d. Anti-virus / Malware

## 7. Transfers Outside the UK and Ireland:

LOS Electrical Engineers does not transfer or store any personal data outside UK and Ireland

## 8. Consequences of Not Providing Your Data:

You are not obligated to provide your personal information to LOS Electrical. However, as this information is required for us to provide you with our services/deliver your products/legitimate interests, we will not be able to offer some/all our services without it.



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## 9. Legitimate Interests:

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for processing quotes, invoices, payments, management of customers and suppliers and have identified that our interests are to maintain customer and supplier relationships.

## 10. How Long We Keep Your Data:

LOS Electrical Engineers only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

If your personal data is obtained as part of the recruitment selection process and you are unsuccessful, LOS will keep such data for 2 years or until you notify us otherwise / withdraw consent, whichever is soonest.

## 11. Special Categories Data:

Owing to the products, services or treatments that we offer, LOS Electrical sometimes needs to process sensitive personal information (*known as special category data*) about you, as part of legal obligations of business. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so. Where we collect such information, we do so under GDPR article 9 (2).

## 12. Lodging A Complaint:

LOS Electrical Engineers only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

LOS Electrical Engineers  
Unit 14 Mobbs Way Business Park, Lowestoft, Suffolk.  
NR32 3BE. Call: 01502 586735 email: [info@loselectrical.co.uk](mailto:info@loselectrical.co.uk)

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.0303 123 1113 or <https://ico.org.uk/global/contact-us/helpline/>

