

# Bristol Idea Privacy Policy

- This Privacy Policy explains what we do with your personal data when we are in the process of providing you with a service or you are visiting our website.
- It describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.
- This Privacy Policy applies to the personal data of our CLIENTS and AGENTS
- For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "[GDPR](#)"), the company responsible for your personal data is Bristol Idea Limited.
- It is important to point out that we may amend this Privacy Policy from time to time. Please just visit our website as we will post any changes there.
- If you are dissatisfied with any aspect of our Privacy Policy, you may have legal rights and, where relevant, we have described these as well.
- We only operate within the UK and therefore this Privacy Policy applies to the UK only.

## 1. CLIENT DATA:

If you are a Bristol Idea Limited customer, we need to collect and use information about you, or individuals at your organisation, in the course of providing you services such as:

- (i) Energy Performance Certificate.
- (ii) Craft Workshops
- (iii) Craft Sales
- (iv) Talks and Demonstrations

Personal information is your

Name,

phone number

Contact Address

Email Address

Address of the properties you own - if different.

If you pay us by cheque we also take a written note of your bank details should there be an issue with payment.

Extra information you choose to tell us

All data is a snapshot at the point in time when we have a relationship with you. We do not update it unless you contact us for a service again.

There are five main ways in which we collect your personal data:

- Directly from you
- Landlords requesting an EPC
- An Agency working on your behalf
- A referral from a third party

## **2 AGENT DATA:**

We need a small amount of information from our Agents to ensure that things run smoothly. We need contact details of relevant individuals at your organisation so that we can communicate with you. We also need other information such as your bank details so that we can pay for the services you provide (if this is part of the contractual arrangements between us).

The data we collect about Agents actually very limited.

## **3 WEBSITE USERS:**

We only collect information from you if you use our contact page on one of our websites. We do not use cookies.

## **4 HOW DO WE USE YOUR PERSONAL DATA?**

The reason for using information is to ensure that the contractual arrangements between us can properly be implemented so that the relationship can run smoothly. This allows us to provide you with the service you have requested and process payment once the work has been completed.

We do not use your personal information for marketing purposes.

## **5 WHO DO WE SHARE YOUR PERSONAL DATA WITH?**

We do not pass on your information to third parties and we do not use the information you provide us with for any other purpose.

## **6 WE SAFEGUARD YOUR PERSONAL DATA**

We care about protecting your information. That's why we put in place appropriate measures that are designed to prevent unauthorised access to, and misuse of, your personal data.

## **7 HOW LONG DO WE KEEP YOUR PERSONAL DATA FOR?**

When providing you with an EPC we are required by law to retain site notes for 15 years. At the end of this period the site notes are destroyed from computer & paper files.

Data for our Craft Customers is only retained for financial purposes and destroyed after 7 years.

## **8 HOW CAN YOU ACCESS, AMEND OR TAKE BACK THE PERSONAL DATA THAT YOU HAVE GIVEN TO US?**

Even if we already hold your personal data, you still have various rights in relation to it. To get in touch about these, please contact us. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

## **9 OUR LEGAL BASES FOR PROCESSING YOUR DATA**

### **LEGITIMATE INTERESTS**

Article 6(1)(f) of the GDPR is the one that is relevant here – it says that we can process your data where it "is necessary for the purposes of the legitimate interests pursued by [us] or by a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of [you] which require protection of personal data."

We think it's reasonable to expect that if you have contacted us to provide you with a service, either an Energy Performance Certificate or a Craft Sale/Workshop/Talk that you are happy for us to collect and otherwise use your personal data in order to provide this service. If you decide not to proceed we do not retain your information.

If you contact us as an Agent to ask us to provide a Service e.g an EPC for your Client, we use and store the personal data of individuals within your organisation in order to facilitate the receipt of services from you. We also hold your financial details, should we need to pay you for your services. We deem all such activities to be necessary within the range of our legitimate interests as a recipient of your services.

## **10 CONSENT**

We will not seek consent as we will not process your personal data beyond that required to provide the service you have contracted with us.

## **11 ESTABLISHING, EXERCISING OR DEFENDING LEGAL CLAIMS**

Sometimes it may be necessary for us to process personal data and, where appropriate and in accordance with local laws and requirements, sensitive personal data in connection with exercising or defending legal claims. Article 9(2)(f) of the GDPR allows this where the processing "is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity".

This may arise for example where we need to take legal advice in relation to legal proceedings or are required by law to preserve or disclose certain information as part of the legal process.

### **ANNEX 1 – GLOSSARY**

*Clients* - while it speaks for itself, this category covers our customers, clients, agents and others to whom Bristol Idea provides services in the course of its business.

*General Data Protection Regulation (GDPR)* – a European Union statutory instrument which aims to harmonise European data protection laws. It has an effective date of 25 May 2018, and any references to it should be construed accordingly to include any national legislation implementing it.

*Website Users* - any individual who accesses either of the Bristol Idea Limited websites.

### **CONTACT US**

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