

Arch Estate: Privacy Notice

Arch Approved Contractors and how we handle your information

Everyone working for Arch Commercial Enterprise Limited and Arch (Housing) Limited has a legal duty to keep and process information about you in accordance with the law. This section aims to explain why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about Arch Approved Contractors to enable us to provide property-based services at: residential premises (Arch Homes); serviced offices, virtual offices and meeting room services (Arch Workspace); and offices, units, retail and leisure facilities (Arch Commercial). To fulfil our obligations as Landlord it is necessary for us to carry out specific building maintenance and facilities management functions. We keep records about Arch Approved Contractors to facilitate this, these records are a combination of written (manual records), and computer based (electronic records). We also hold financial information in our in-house finance database (QL).

These records may include:

- Basic details about you, for example your name, your business name and address, your telephone number/s and email addresses.
- Unique identifiers, such as your home address.
- Your bank details.
- Copies of insurance certificates.
- Copies of accreditations.
- Copies of certificates.
- Copies of quotations and tenders submitted.
- Copies of pre-qualification questionnaires.
- Copies of your invoices.
- Contact we have had with you, for example, meetings with Arch staff and copies of correspondence.
- Notes and reports about your relevant circumstances.
- CCTV images.

What is the information used for?

Your information is used in an initial assessment of whether your business has the necessary skills and competences to become an Approved Supplier. This assessment is carried out by checking whether the information stated as mandatory has been supplied. We also assess the quality of the information supplied. This is reviewed by the Business and Operations Manager and the Maintenance Manager for the Arch Estate. Where necessary, this information is also reviewed by the Arch Health and Safety Manager.

Where a business is not approved to become an approved supplier, the information is retained on file, and noted as not approved.

Where a business is approved, the information is then used principally to request quotations, arrange works orders and place purchase orders with you. As an Arch Approved Contractor we would hold your PQQ submission, quotations, business cards, tender submissions, purchase invoices and other paperwork associated with your services at Arch Head Office in paper and electronic format. This would be accessed predominantly by our Repairs and Maintenance team, and our Finance Team, but for clarity, the information would be accessible to all Arch staff.

We also show a list of Approved Contractors on our website to enable us to inform our Arch Homes and Arch Commercial tenants of the organisations we work with. This list also confirms to tenants which Contractors would be in receipt of their personal data when processing reactive repairs and planned maintenance works orders. The information stated online would include your business name and the town where you are located. Where you are a sole trader, this would be your name.

Arch outsource the handling of inbound tenant telephone calls for emergency repairs outside of our core business hours. The out of hours contractor is issued with the name, contact telephone number and email address of any approved contractors who can be contacted to respond to emergency repairs. Where you have consented to be available during the evening and at weekends, your information would be shared.

In all instances, it is important your records are accurate and up-to-date as they will help ensure our staff are able to provide you with the help, advice or support you need.

If you do not want to provide us with information you should not apply to become an Approved Contractor as we cannot process an application, or work with you subsequently without this information.

We have CCTV systems recording external and internal images at the sites below. These are used for retrospective review only, they are not actively monitored. The systems record images to a local hard drive.

- Grasmere Way.
- Ashington Workspace
- Ashington Workspace Industrial Units.
- Wansbeck Workspace
- Wansbeck Business Park including Esther Court, Ashington Court and the remainder of the Business Park.
- Green Lane Workshops and Offices.
- Merchant Court.
- Ashwood Business Park.

- Wansbeck Network Centre.
- Nelson Park Network Centre (Cramlington).
- Jarrow Network Centre.
- Glover Network Centre (Washington).
- Blyth Workspace.
- Berwick Workspace.

How long is the information used for?

In order to use your personal data as a Contractor, we rely on the legal basis of Article 6(1) (b) of the General Data Protection Regulations, which states processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. We also seek your consent to use your data via this questionnaire and as set out in our Contractor Code of Conduct. Your details will be kept for the duration of your approval as an Approved Contractor and then archived as per our Record Retention Policy. Processing is kept to a minimum and will only be processed in accordance with the law.

In terms of systems, our CCTV hard drives retain images for up to 14 days and then the information is recorded over permanently and is not retrievable.

Sharing your information

When other suppliers are involved in the delivery of services to Arch Commercial Enterprise Limited and Arch (Housing) Limited we may need to share details about you to enable us to work together for your benefit. Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- To carry out additional and necessary maintenance tasks at the same property at the same time.
- Where the health and safety of others is at risk.
- When the law requires us to pass on information under special circumstances.

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- Where a formal court order has been issued.
- Where we encounter infectious diseases which may be a public health concern.

Partner organisations who receive information about you

As outlined above, we publish a list of Approved Contractors on our website. These are the Contractors and organisations who would be in receipt of your personal data if required when processing reactive repairs and planned maintenance works orders.

Information of any kind will only be processed within the European Economic Area (EEA) and will not be shared with overseas recipients.

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your records with Arch Commercial Enterprise Limited and Arch (Homes) Limited, along with all other personal records we hold.

If you wish to see a copy of your records you should submit a Subject Access Request directly to The Data Protection Officer at Wansbeck Workspace, Rotary Parkway, Ashington, Northumberland, NE63 8QZ or by emailing dpo@arch-group.co.uk or by calling 01670 528400. You are entitled to receive a copy of your records free of charge, within a month. In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this section, please tell us. Please contact the Data Protection Officer on 01670 528400 or at email address dpo@arch-group.co.uk

Details of the Information Commissioner can be found at: <https://ico.org.uk/>