**Privacy Notice - Customers**

Mead Construction (Cambridge) Limited are committed to protecting and respecting your privacy.

This policy (and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat them.

For the purpose of the Data Protection Act, the data controller is Mead Construction (Cambridge) Limited, a company registered in England and Wales under company number 04077576 and with its address at Liberty Barns, Heath Road, Swaffham Prior, Cambridge, Cambridgeshire CB25 0LA

Mead Construction understands that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Mead Construction complies with data protection legislation. This privacy policy is designed to tell you about our practices regarding the collection, use, storage and disclosure of personal information that we hold about you and which you may provide when either contacting us for an enquiry or registering with us to use or access our services.

When we refer to “personal information” in this policy, we mean information that could or has the potential to identify you as an individual or provides information about you. Accordingly, we may hold and use information about you as a customer or in any other capacity, for example, when we visit our site(s), complete a form, access our services or speak to us.

# SECURITY OF YOUR PERSONAL INFORMATION

We endeavour to protect all information we hold about you by ensuring that we have appropriate security measures in place to prevent unauthorised access, information being lost, destroyed or damaged. We conduct audits to monitor our compliance to Information Security and data protection.

In the usual course of our business, we use third party organisations to support storing and processing of information and data as part of a Customer Relationship Management (CRM) tool and as part of our overall services.

Where a third-party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under the Data Protection Act.

Personal information you provide to us is held on a secure server in a locked information centre wherever possible. Information is kept for as long as is reasonably necessary. Some IT service providers host data in servers located outside of the EEA using cloud solutions. Where this is the case we have implemented appropriate security to protect the personal information you disclose to us from loss, misuse, unauthorised access, disclosure alteration and destruction.

We will archive your personal information after five years of us not working with you.

# INFORMATION COLLECTED USING OUR SITES OUR SERVICES

When you contact us to enquire or use our service, we will collect personal information about you to enable us to provide you with the services. Information collected will be kept securely and only accessed processed in accordance with this privacy notice.

# TELEPHONE CALLS

In the interests of training and continually improving our services calls to Mead Construction and its agents may be monitored or recorded.

# INFORMATION ENTERED ONTO THE MEAD CONSTRUCTION WEBSITE

Please be sure to read this entire privacy notice before using or submitting information to the Mead Construction website. The Mead Construction website is controlled and owned by Mead Construction referred to in this privacy statement as ‘we’, ‘us’ or ‘our’.

By using the website, you agree to the terms of this privacy nolice. Whenever you submit information via the site, you consent to the collection, use, and disclosure of that information in accordance with this privacy nolice.

# WHAT PERSONAL INFORMATION DO WE COLLECT FROM YOU WHEN YOU ACCESS OUR WEBSITE?

We may collect and process personal information when you:-

* Enquire about any of our services.
* File and log in personal data and associated documents for access by 3rd parties using our services.
* Fill in a form.

If you contact us, we may keep a record of the data you provide us.

# THE SECURITY OF INFORMATION ENTERED VIA OUR SITE AND WHERE WE STORE YOUR PERSONAL DATA

Data transmission over the internet is not completely secure and we cannot guarantee the security of your personal information or other data transmitted to or from our site; any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to secure your data and to try to prevent unauthorised access.

The collection, use, and disclosure of data that we collect from you may be transferred to, and stored at destinations outside the European Economic Area ("EEA") for example our CRM tool may be processed by a supplier outside the EEA. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. In these cases we have implemented appropriate security measures in compliance with the EU Data Protection Directive to protect your personal information. By submitting your personal data, and in providing any personal and/or sensitive information to us, you agree to this transfer, storing or processing outside of the EEA. We will take all steps reasonably necessary to ensure that your data are treated securely and in accordance with this privacy policy.

# HOW DO WE USE YOUR PERSONAL INFORMATION?

Your personal information will be kept confidential and secure and only used in connection with Mead Construction for the purpose for which it was collected and in accordance with our requirements under data protection legislation guidelines. Sensitive information will only be used in connection with the specific services which we provide to you and for which you have registered. Any personal information you provide will be held for as long as is reasonably necessary having regard for the purpose for which it was collected.

# WE MAY USE YOUR PERSONAL DATA FOR SOME OR ALL OF THE FOLLOWING REASONS:

* To provide Mead Construction services to you.
* To provide you with information and services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
* To carry out our obligations arising from any contracts entered into between you and us.
* To notify you about changes to our service.
* To allow us to perform our legal obligations, for example to conduct a health and safety audit, or complete an investigation.

# WHAT DO WE DO WITH ANY NON-PERSONAL INFORMATION COLLECTED?

Other non-personal information which you submit may also be collected to enable us to better understand our customers, improve our services, general marketing and to help provide a better experience of our services. We may also use other companies to set cookies on our site and gather cookie information for us – please refer to the information detailed below. From time to time we may also analyse Internet Protocol (IP) addresses or other anonymous data sources too.

# *COOKIES*

*In line with changes in European legislation, UK law now requires website operators to ask for a user’s permission when placing certain kinds of cookie on their devices for the first time.*

*Where consent is required, the law states that it should be “informed consent”. This increases the onus on websites to ensure that visitors understand what cookies are and why website operators and others want to use them.*

*Here at Mead Construction we are committed to providing the best digital service to our visitors whilst protecting their privacy, and are happy to share our position on the recent changes in Cookie law.*

## WHAT ARE COOKIES?[[1]](#footnote-1)

*Cookies are text files containing small amounts of information which are downloaded to your device when you visit a site. Cookies are then sent back to the originating site on each subsequent visit, or to another site that recognises that cookie. Cookies are useful because they allow a site to recognise a user’s device.*

*Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.*

## CATEGORY 1 COOKIES

*These cookies are essential in order to enable you to move around the site and use its features, such as accessing secure areas of the site. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.*

*User consent is not required for the delivery of those cookies which are strictly necessary to provide services requested by the user. Mead Construction does not collects these types of cookies*

## CATEGORY 2 COOKIES

*These cookies collect information about how visitors use a site, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don’t collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a site works.*

*Web analytics that use cookies to gather data to enhance the performance of a site fall into this category. For example, they may be used for testing designs and ensuring a consistent look and feel is maintained for the user. This category does not include cookies used for behavioural/ targeted advertising networks.*

*Mead Construction collects these types of cookies. By using our site you agree that we can place these types of cookies on your device.*

## CATEGORY 3 COOKIES

*These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other sites.*

*These cookies are used to remember customer selections that change the way the site behaves or looks. It might also include cookies that are used to deliver a specific function, but where that function includes cookies used for behavioural/targeted advertising networks they must be included in category 4 as well as this category.*

*Mead Construction do not collect these types of cookies.*

## CATEGORY 4 COOKIES

*These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator’s permission. They remember that you have visited a site and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.*

*Mead Construction do not collect these cookies, and will endeavour to obtain clear and informed user consent depending on the purpose for which the category 4 cookies are to be used.*

# MARKETING

If you have consented to our processing your personal information for marketing purposes we may send you information about other Mead Construction products and services which may be of interest to you.

You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based marketing information you can unsubscribe by contacting us at michael@mead-construction.co.uk.

# THIRD PARTY WEBSITES

Our site may contain links to other sites which are outside of our control and are not covered by this privacy policy. If you link to these sites we encourage you to read their own privacy policies which may differ from ours.

# FRAUD

Information may be disclosed to others with a view to preventing fraud or to assist in police investigations in line with the Data Protection Act.

# CCTV

Mead Construction premises are surveyed by CCTV for the purpose of security and images and videos may be retained for a limited period.

# ACCESSING AND UPDATING YOUR INFORMATION

You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. At any time you can request a copy of the information that we hold about you, including copies of your medical records (where relevant), by contacting:

Michael Mead, Director

Data Protection Officer

Mead Construction

Liberty Barns

Heath Road

Swaffham Prior

Cambridge

Cambridgeshire

CB25 0LA

If your details change or are incorrect please let us know.

If you have any questions in relation to our privacy statement please contact:

Michael Mead, Director

Mead Construction

# CHANGES TO OUR PRIVACY STATEMENT

We keep our privacy policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this privacy statement regularly.

1. Definitions supplied by the International Chamber of Commerce ‘ICC UK Cookie Guide’ April 2012. [↑](#footnote-ref-1)