

Helios Fire & Construction Consultancy Ltd

The information provided in a form or otherwise via the Helios Website will be used by Helios for the purpose of providing the services that you have requested by way of the Helios Website operated by Helios Fire & Construction Consultancy Ltd ("the Company"). This policy defines the standards, responsibilities and acceptable practices for the management, use and protection of data.

We are committed to protecting your privacy. Your personal data is held on a secure server and manual files shall not be processed for any other purpose than those set out in this Privacy Policy. The server Helios uses to store this information is accessible to authorised staff only, is further connected to the Internet through a firewall and is therefore not accessible to the public.

Small pieces of information known as cookies will be installed on your computer to collect statistical information including navigation paths, number of visits, returning customers and hits per page. The only personal information that a cookie can contain is information that you provide yourself. They cannot read data off your hard disk. We use these cookies to help us determine the usefulness of the information that we provide and to see how user-friendly our website is. Helios does not share the information that it gathers from cookies with other non-Helios entities or sell it to third parties. If you prefer not to receive cookies from our website, our browser warns you before accepting cookies and you can refuse the cookie when your browser alerts you to its presence. You can also refuse cookies by turning them off in your browser.

1.1 Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

1.2 Contact Details

Email: enquiries@heliosconsultancy.com

1.3 What information we collect, use, and why

We may collect or use the following personal information for the operation of client or customer accounts:

- Names and contact details
- Addresses
- Account information, including registration details

We may collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Employment history (eg job application, employment references or secondary employment)

- Education history (eg qualifications)
- Right to work information

We may collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details

You have the right to correct, update, or delete your data by submitting a request to enquiries@heliosconsultancy.com

We will only hold your personal information for the duration necessary to allow us to provide the services that you have requested or for any additional period as required by law.

1.4 Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- Your right to erasure - You have the right to ask us to delete your personal information.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.
- Your right to object to processing - You have the right to object to the processing of your personal data.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice. Further reading on the above is available @ ico.org.uk

1.4.1 Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for the operation of client or customer accounts are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

1.5 Where we get personal information from

- Directly from you
- Previous employment

1.6 How long we keep information

You have the right to correct, update, or delete your data by submitting a request to enquiries@heliosconsultancy.com

We will only hold your personal information for the duration necessary to allow us to provide the services that you have requested or for any additional period as required by law.

1.7 Who we share information with

Others we may share personal information with include the following:

- Insurance companies, brokers or other intermediaries
- Professional or legal advisors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Previous employers
- Suppliers and service providers
- Professional consultants

1.8 How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the Contact Details in section 1.2 of this privacy notice.

We will attempt to resolve complaints and disputes and make every reasonable effort to honour your wish to exercise your rights as quickly as possible and in any event, within the timescales provided by applicable data protection laws.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
Helpline number: 0303 123 1113 Website: <https://www.ico.org.uk/make-a-complaint>