

## **NG Bailey IFS Customer Portal Notice**

### **About this privacy notice**

This privacy notice explains what information we may collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights in respect of your personal data.

### **How to contact us about your personal data or this privacy notice**

If you have any questions about this Privacy notice and how your information is handled you should, in the first instance, contact [legal@ngbailey.co.uk](mailto:legal@ngbailey.co.uk) or alternatively write to Lisa McDonnell, Company Secretary, NG Bailey, Denton Hall, Ilkley, West Yorkshire, LS29 0HH.

You also have the right to complain to the Supervisory Authority (The Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk)) about our data processing activities.

### **About us**

This privacy notice applies to any personal information which you give to us ("personal data") via the NG Bailey IFS Customer Portal ('customer portal') located at [csc.ngbailey.co.uk](http://csc.ngbailey.co.uk) (or [csc.landsec.com](http://csc.landsec.com)). The NG Bailey group of companies ("we", "us", "NG Bailey") takes the privacy of all its customers and portal users ("you") very seriously and takes care with customer and user personal data. This privacy notice explains what information we collect about you, how we propose to use it and what steps we take to ensure that it is kept secure. By using this portal and entering your personal data, you consent to us collecting and using your personal data in accordance with this privacy notice.

### **What information do we collect?**

When using the customer portal you will encounter areas such as logging a new call and work order. In order to use log a new call, you may be asked to enter personal data (but not limited to) such as your name, site, location, service, e-mail address and telephone number.

### **How we use the information you provide**

Any personal data relating to you that we collect will be used and recorded by us in accordance with current data protection legislation and this privacy notice. We will use your personal data to progress any issues which you have logged, to provide updates and for record keeping purposes.

Categories of personal data include; Name, Email, Contact Number and a description of why you are logging a new call.

### **Who we share your information with**

We may also share the work order information, which is created when you log a new call, with any subcontractors who are required to attend site but your personally identifiable information data i.e. name, email address and contact number will not be shared.

By making the customer portal available to you we may share your personally identifiable information with:

- Any third party to whom we have a duty to do so in order to satisfy any legal or regulatory requirements, such as the Solicitors' Regulatory Authority, the Legal Ombudsman, HMRC and HM Courts and Tribunal Service as examples.

When you provide personally identifiable information to us, we use it solely for the purposes for which it was provided, in accordance with this notice. Our policy is not to share personally identifiable information with third parties, unless required by law, as required to perform any obligations to you or as necessary as described.

## **Your Rights**

Under the General Data Protection Regulations, you have a number of 'rights', to ensure that your personal information is being managed appropriately.

Specifically, you have the right:

- To be informed (how we use your information)
- Of access (to your information).
- To rectification (of any errors on information we hold on you)
- To erasure (of information we hold)
- To restrict processing (of the information we hold to a specific purpose)
- To object (to the ongoing processing of information)
- To be aware of any processing where automated decision-making and profiling (using your information) takes place.

## **How long we hold this information**

Once you have provided this information to us you may wish to request for your information to be erased, subject to us holding the information as for as long as necessary to fulfil the purposes for which the information was collected or as required by law.

## **Security Measures**

Whilst we will ensure that security measures are put in place to protect the personal data you provide, you should remember that concerns still exist in relation to the general security of the internet and by using the customer portal you accept that we will not be held responsible in the event of a breach of security unless this is due to our negligence or wilful neglect.

## **Where to make a complaint**

If you have a complaint regarding any aspect of your personal data or this privacy notice, please write to us using the information provided at the start of this Privacy notice. If you are still not satisfied with the outcome of your complaint, you may write to the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

You can also contact the Information Commissioner's Office using their online form:

**<https://ico.org.uk/global/contact-us/email/>**