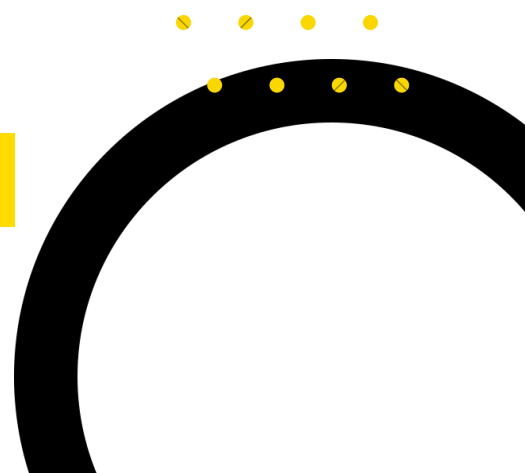




COMPANY POLICY

PRIVACY NOTICE



This Privacy Notice explains how The Specialist Electrical Group Ltd collects, uses, stores, protects and shares personal information.

It applies to our website users, customers, clients, prospective clients, suppliers, subcontractors, consultants, residents, tenants, property occupiers, employees, workers, job applicants, visitors, business contacts and anyone else whose personal information we process.

We process personal information in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations and other applicable UK laws.

1. Who we are

The Specialist Electrical Group Ltd is a specialist electrical contractor providing electrical installation, inspection, testing, maintenance, compliance, remedial, project, security, smart technology and related services.

For data protection purposes, we are usually the data controller where we decide how and why personal information is processed.

In some cases, we may act as a data processor for clients, principal contractors, local authorities, housing associations, managing agents or other instructing organisations. Where we act as a processor, we process personal information only in accordance with the relevant contract and lawful instructions.

2. Scope of this Privacy Notice

This Privacy Notice covers personal information processed through:

- our website;
- website enquiry forms;
- email, telephone, mobile, text, WhatsApp, Microsoft Teams and other business communications;
- customer and supplier management;
- tenders, quotations, contracts and purchase orders;
- electrical works, inspections, EICRs, certificates, audits and remedials;
- site attendance, access arrangements and resident/tenant liaison;
- CCTV, access control, dashcams, vehicle tracking and telematics;
- call recording and meeting recording;
- HR, payroll, recruitment and subcontractor management;
- training, competence, compliance and accreditation;
- complaints, disputes, legal claims, insurance matters and debt recovery;
- AI-assisted business systems, automation tools and workflow platforms.

3. Personal information we collect

We may collect and process the following types of personal information.

3.1 Identity and contact details

Name, address, site address, email address, telephone number, mobile number, job title, employer, company name, resident or tenant reference, account reference, customer reference and emergency contact details.

3.2 Business and contract information

Quotations, tenders, purchase orders, contracts, invoices, payment details, account records, delivery records, supplier records, subcontractor records, correspondence, instructions, variations, complaints and dispute records.

3.3 Site, resident and property information

Property address, access notes, appointment records, resident/tenant contact details, vulnerability information where relevant, occupancy details, photographs, job notes, inspection findings, certification records, EICR records, remedial records, defects, risk notes and completion evidence.



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3.4 Electrical compliance and operational records

Job sheets, engineer notes, audit records, test results, certificates, inspection photographs, quality assurance records, non-conformance records, remedial evidence, site visit records, timesheets, attendance records and system-generated workflow data.

3.5 Website and digital information

IP address, device type, browser type, operating system, website usage data, pages visited, referral source, enquiry form data, cookie data, analytics data, security logs and online identifiers.

3.6 Marketing and business development information

Marketing preferences, communication history, enquiry details, tender opportunities, networking contacts, business cards, client relationship information and opt-out records.

3.7 Employment, worker and applicant information

Name, address, date of birth, contact details, CV, qualifications, right-to-work evidence, references, employment history, payroll information, bank details, tax information, pension information, absence records, disciplinary records, performance records, training records, competence records, vehicle allocation, next of kin and emergency contact details.

3.8 Health and safety information

Accident records, incident reports, PPE records, risk assessments, method statements, training records, site induction records, occupational health information, sickness absence information and reasonable adjustment information.

3.9 CCTV, access control, dashcam and vehicle tracking data

Images, video footage, vehicle location, journey history, speed, braking, acceleration, impact events, mileage, driver behaviour, fuel or charging information, vehicle inspection records and photographs.

3.10 Communications and recordings

Emails, telephone calls, mobile calls, voicemails, Teams meetings, face-to-face meeting notes, text messages, WhatsApp messages and other business communications.

3.11 AI and automation-related information

Information processed through business systems and AI-assisted tools for administration, drafting, audit support, compliance checking, scheduling, document review, workflow automation, payroll preparation, timesheet review, operational reporting and quality control.

4. Special category data

Some personal information is more sensitive. This may include health information, disability information, sickness records, accident information, vulnerability information, occupational health information or information required for reasonable adjustments.

We only process special category data where necessary and where we have both a lawful basis under Article 6 UK GDPR and a separate condition under Article 9 UK GDPR. The ICO confirms that special category data requires both of these conditions. ([ICO](#))

This may include processing for employment obligations, health and safety, legal claims, substantial public interest, vital interests, safeguarding or explicit consent where appropriate.

5. Criminal offence data

We may process criminal offence or allegation information only where legally permitted. This may include fraud prevention, theft, security incidents, safeguarding, employment checks, insurance matters, legal claims, regulatory matters or site safety issues.



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6. How we collect personal information

We collect personal information from:

- you directly;
- your employer or organisation;
- our clients and customers;
- principal contractors;
- local authorities;
- housing associations;
- managing agents;
- residents, tenants and property occupiers;
- suppliers and subcontractors;
- recruitment agencies;
- professional advisers;
- public bodies and regulators;
- business systems, site systems, CCTV, access control, dashcams, telematics and IT platforms.
- We may also collect information from publicly available sources, including Companies House, professional directories, websites, social media, trade bodies and credit reference or due diligence sources where lawful and relevant.

7. Why we use personal information and our lawful bases

The table below explains the main reasons we process personal information and the lawful bases we rely on. A privacy notice should link the personal data, purpose and lawful basis clearly rather than listing them separately without connection.

Purpose	Information used	Lawful basis
Responding to website enquiries	Name, contact details, enquiry details, company details	Legitimate interests, pre-contract steps, consent where applicable
Providing quotations and tenders	Contact details, project details, site information, commercial information	Pre-contract steps, contract, legitimate interests
Delivering electrical works and services	Contact details, site address, access notes, job records, photographs, certificates, audit records	Contract, legitimate interests, legal obligation
EICRs, certification and compliance	Property data, inspection data, test records, photographs, certificates, compliance notes	Contract, legal obligation, legitimate interests
Resident and tenant liaison	Contact details, appointment details, access notes, vulnerability information where relevant	Legitimate interests, contract, legal obligation, substantial public interest where relevant
Client and account management	Contact details, account records, contracts, purchase orders, invoices, correspondence	Contract, legitimate interests, legal obligation
Supplier and subcontractor management	Contact details, payment records, insurance, competence, training and compliance records	Contract, legitimate interests, legal obligation
Health and safety	Incident records, risk assessments, PPE records, training records, accident data	Legal obligation, legitimate interests, employment obligations
Recruitment	CV, contact details, employment history, references, right-to-work information	Pre-contract steps, legal obligation, legitimate interests



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Employment and payroll	HR records, payroll, bank details, tax, pension, absence, performance and disciplinary records	Contract, legal obligation, legitimate interests
Training and competence	Qualifications, certificates, training records, assessment records	Legal obligation, contract, legitimate interests
CCTV and site security	Images, access logs, visitor records, incident records	Legitimate interests, legal obligation
Vehicle tracking, dashcams and telematics	Location, journey, driver behaviour, vehicle condition, footage	Legitimate interests, legal obligation, contract
Call and meeting recording	Audio, video, transcripts, meeting notes, communications	Legitimate interests, contract, legal obligation where applicable
Website security	IP address, device data, logs, security data	Legitimate interests, legal obligation
Cookies and analytics	Cookie identifiers, usage data, device information	Consent, legitimate interests for strictly necessary functions
Marketing and business development	Contact details, preferences, business relationship data	Legitimate interests, consent where required
Debt recovery and credit control	Account records, invoices, payment history, correspondence	Contract, legitimate interests, legal obligation
Complaints and disputes	Correspondence, evidence, call records, photographs, contracts, job records	Legitimate interests, legal obligation
Legal claims and insurance	Evidence, correspondence, contracts, incident records, witness information	Legitimate interests, legal obligation, legal claims
AI-assisted administration	Business records, communications, audit data, workflow data	Legitimate interests, contract, legal obligation where applicable
Business management and reporting	Operational records, performance data, compliance records, financial data	Legitimate interests, legal obligation

8. Website use

When you use our website, we may collect technical information such as your IP address, browser type, device information, pages visited, date and time of access, referral source and website interaction data.

We use this information to:

- operate the website;
 - respond to enquiries;
 - improve website performance;
 - maintain security;
 - detect misuse or cyber threats;
 - understand how users interact with our services;
 - manage marketing and business development activity where lawful.
- Website forms should only be used to provide information that is relevant to your enquiry. You should not provide sensitive information unless it is necessary.



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9. Cookies and similar technologies

Our website may use cookies, pixels, tags, analytics tools or similar technologies.

Cookies may be used for:

- essential website operation;
- security;
- remembering preferences;
- analytics;
- performance monitoring;
- marketing and advertising;
- measuring website engagement.
- Strictly necessary cookies may be used without consent where they are required to provide the website or service requested by the user. For non-essential cookies, we will request consent where required. The ICO states that organisations must tell people cookies are used, explain what they do and why, and obtain consent unless an exemption applies. ([ICO](#))
- You can manage cookies through our cookie banner, cookie settings tool or browser settings.

10. Marketing

We may send marketing communications to business contacts, clients, prospective clients and professional contacts where lawful.

Marketing may include service updates, company news, compliance information, tender-related communications, business development communications and invitations to engage with our services.

We may rely on legitimate interests for business-to-business marketing where permitted. We will use consent where required by law.

You can object to direct marketing at any time. The right to object to direct marketing is absolute, and the ICO confirms that organisations must stop using personal information for direct marketing where someone objects. ([ICO](#))

To opt out, contact us at support@segplc.com or use any unsubscribe link provided.

11. Call recording, meeting recording and communications monitoring

We may record or monitor telephone calls, mobile calls, Teams meetings and other business communications.

We may do this for:

- training;
- quality assurance;
- record keeping;
- confirming instructions;
- health and safety;
- complaint handling;
- contract management;
- dispute resolution;
- legal claims;
- fraud prevention;
- business protection.
- Where practical, participants will be notified that calls or meetings may be recorded. Recordings may be reviewed and used as evidence where necessary.

12. CCTV, access control and visitor records

We may use CCTV and access control systems at our offices, vehicles, stores, yards, depots, sites or other business premises.

We use CCTV and access control for:

- security;
- crime prevention;
- public safety;
- staff safety;



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- visitor management;
- asset protection;
- incident investigation;
- insurance;
- legal claims;
- compliance with site rules.
- CCTV signage should be displayed where appropriate.

13. Vehicle tracking, dashcams and telematics

Company vehicles may be fitted with tracking, telematics, dashcams, cameras and other monitoring systems.

We use this information for:

- driver safety;
- public safety;
- vehicle security;
- insurance;
- theft prevention;
- route planning;
- job allocation;
- timesheet verification;
- mileage records;
- incident investigation;
- accident evidence;
- vehicle misuse investigation;
- disciplinary investigations where appropriate;
- compliance with company policies.
- Employees, workers and authorised drivers must not tamper with vehicle tracking, dashcams or telematics systems.

14. Photographs, videos and site evidence

We may take photographs or videos during our works. These may include property conditions, electrical installations, defects, completed works, access issues, safety concerns, parking locations, site risks, damaged equipment or compliance evidence.

Photographs and videos should not intentionally capture individuals unless necessary for a lawful business, safety, compliance or evidential purpose.

15. Residents, tenants and vulnerable persons

Where we work in occupied properties, social housing, communal areas or residential sites, we may process personal information relating to residents, tenants, occupiers and vulnerable persons.

This may include names, contact details, access arrangements, appointment records, vulnerability notes, safeguarding concerns, disability-related access needs, complaints and property-specific information.

We only process this information where necessary to deliver works safely, lawfully and effectively, and where instructed by the relevant client or required for compliance, safeguarding, health and safety or legal reasons.

16. AI-assisted systems and automation

We may use AI-assisted tools, software automation and digital systems across our business.

This may include support for:

- document drafting;
- email drafting;
- contract review;
- audit review;
- certificate checking;
- timesheet review;
- payroll preparation;



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- job scheduling;
- data matching;
- customer service;
- quality control;
- compliance monitoring;
- reporting;
- business planning.
- AI-assisted tools are used to support our business operations. We do not intentionally rely on solely automated decision-making that has legal or similarly significant effects on individuals without appropriate safeguards and human review.
- Where AI-assisted systems are used, we remain responsible for the lawful, fair and secure processing of personal information.

17. Recruitment

If you apply for a role with us, we may process your personal information to assess your application, verify your experience, check your right to work, communicate with you, conduct interviews, obtain references and decide whether to offer employment or engagement.

We may retain unsuccessful applicant data for a limited period, usually up to 6 to 12 months, unless a longer period is justified or agreed.

18. Employees, workers and subcontractors

Employees, workers and subcontractors may receive further privacy information through contracts, handbooks, policies, onboarding documents, vehicle policies, CCTV notices, IT policies, monitoring policies and HR documents.

This Privacy Notice should be read alongside those documents.

19. Who we share personal information with

We may share personal information with:

- clients, customers, principal contractors, local authorities, housing associations and managing agents;
- residents, tenants and property occupiers where relevant;
- subcontractors, suppliers, consultants and professional advisers;
- software providers, cloud providers, IT support providers, telecoms providers and cyber security providers;
- payroll, HR, pension and benefits providers;
- accountants, auditors, banks and payment providers;
- insurers, brokers, loss adjusters and claims handlers;
- training providers, certification bodies, accreditation bodies and trade associations;
- debt recovery agents, solicitors, barristers, courts, tribunals and enforcement agents;
- HMRC, HSE, police, fire authorities, local authorities, regulators and other public bodies;
- vehicle tracking, dashcam, CCTV, access control and security providers;
- AI, automation, workflow and business administration providers where approved for business use.
- We only share personal information where necessary, lawful and proportionate.

20. International transfers

Some of our service providers may process personal information outside the UK.

Where personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place, such as adequacy regulations, UK international data transfer agreements, standard contractual clauses or other lawful transfer mechanisms.



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21. How long we keep personal information

We keep personal information only for as long as necessary for the purpose for which it was collected, including legal, contractual, regulatory, tax, insurance, warranty, audit and dispute-management requirements.

Typical retention periods are:

Record type	Typical retention
Website enquiries	Up to 2 years, unless converted into a client or project record
Client and project records	Up to 6 years after completion, or longer where required
Electrical certificates, EICRs and compliance records	In line with contract, regulatory, insurance and safety requirements
Quotations and tender records	Up to 6 years, or longer where commercially justified
Supplier and subcontractor records	Up to 6 years after relationship ends
Financial and tax records	Usually 6 years
HR and payroll records	Usually 6 years after employment ends, subject to legal requirements
Recruitment records	Usually 6 to 12 months for unsuccessful applicants
CCTV footage	Usually short term, unless required for an incident, claim, investigation or legal matter
Dashcam, vehicle tracking and telematics	As necessary for operational, safety, insurance, legal or disciplinary purposes
Call and meeting recordings	As necessary for business, contract, dispute, legal or training purposes
Accident and health and safety records	In line with legal, insurance and limitation requirements
Legal claims and disputes	For the duration of the matter and relevant limitation periods
Marketing suppression records	As long as needed to honour opt-out requests

22. Your rights

Depending on the circumstances, you may have the following rights:

- right to be informed;
- right of access;
- right to rectification;
- right to erasure;
- right to restrict processing;
- right to data portability;
- right to object;
- right to withdraw consent where processing is based on consent;
- rights relating to automated decision-making and profiling.

The ICO confirms that individuals must be given clear and concise information about how their personal information is used, and Articles 13 and 14 UK GDPR set out minimum information requirements. ([ICO](#))

To exercise your rights, contact:

Email: support@segplc.com

Address: SEG House, 192 Watford



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We may need to verify your identity before responding.

Some rights are not absolute. We may refuse or limit a request where the law allows, for example where information must be retained for legal claims, regulatory compliance, tax, insurance, safeguarding or contractual reasons.

23. Consent

Where we rely on consent, you can withdraw consent at any time.

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

24. Security

We use appropriate technical and organisational measures to protect personal information.

These may include:

- access controls;
- passwords and authentication;
- system permissions;
- staff training;
- confidentiality obligations;
- secure software platforms;
- backup systems;
- audit trails;
- cyber security controls;
- supplier due diligence;
- restricted access to sensitive information.
- No system is completely risk-free, but we take reasonable steps to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

25. Data breaches

If a personal data breach occurs, we will assess the risk and take appropriate action. Where legally required, we will notify the Information Commissioner's Office and affected individuals.

26. Complaints

Please contact us first if you have concerns about how we use your personal information.

You also have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office

Website: ico.org.uk

Telephone: 0303 123 1113

27. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our business, systems, suppliers, services, legal obligations or regulatory guidance.

The latest version will be made available on our website or upon request.

28. Contact us

For privacy or data protection queries, contact:

The Specialist Electrical Group Ltd

Address: SEG House, 192 Watford Road, Chiswell Green, St Albans, Herts, AL2 3EB

Email: support@segplc.com

Telephone: 0345 3 822833



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