

OPS

STRUCTURAL ENGINEERING

Privacy Policy

This privacy policy explains how personal data is collected and used when you use our website. It also explains how we process any data that you supply to us on this website, for instance to request a quote or to apply for a vacancy. OPS Structures Ltd is the Data Controller for any personal data that you supply to us as part of the services you are contracted to receive from us. As our client, you are our data subject. Our address is: OPS Structures Ltd, 4 Stirling Works, Esland Place, Cirencester, Gloucestershire. GL7 1YG

What personal data we collect:

The personal data collected depends on how you use our website. You can browse the site, you can fill in forms on the website to request information or quotes from us. The OPS website collects personal data to provide these services. We collect information about you when you instruct us to provide advice; visit our website; apply for employment with us or engage in business dealings with us.

What we do with your personal data:

When you visit our website, a record of your visit is made. This data includes your device's IP address. That data is used completely anonymously, in order to determine the number of people who visit our website and the most frequently used sections of the site. This enables us to continually update and refine the site. If you use any forms on the website to send an email to us, a record will also be made of your email address and your telephone number. The following table sets out how we handle your personal data and our legal basis for doing so under GDPR and the Data Protection Act 2018.

What we do:	Our legal basis under GDPR:
Use the personal data that you provide on our web forms and questionnaires	When you provide us with your personal data, for instance to obtain a quote for our services, this is a necessary step to take at the request of the data subject prior to entering into a contract
Provide our core services of structural engineering	This is necessary for the performance of a contract with you, our data subject
Contact you regarding the services we provide	We need to contact you for our legitimate interests so that we can gather more information for the provision of our services, or to deliver those services most effectively
Retain your data under our data retention policy after your contract has expired	We need to retain your personal data for only as long as necessary under the law to protect our legitimate interests
Where you require us to make Reasonable Adjustments to enable you to attend a meeting or interview, we may require further information from you.	(explicit consent) If this includes information about your physical or mental health, such information (being sensitive personal data, Special Category data), will only be used by us, with your explicit consent, to assess your eligibility for Reasonable Adjustments. We will not share or disclose it to others. You can withdraw your consent as anytime by contacting us. Please note that we may not be able to process your request for Reasonable Adjustments if you do this.

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The following table sets out the categories of personal data that we obtain.

Personal Data:	Explanation:
Name, postal address, email address, website, identification number, location data, online identifier - these are classed as personal data	This data is provided by you on our web forms and questionnaires, either to obtain a quote from us, request a service from us or as part of the provision of your existing contractual services. This data may be provided if you apply for a job opportunity with OPS.
Special categories of personal data are racial or ethnic origin, political opinions, sex life, sexual orientation, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purposes of uniquely identifying a natural person, or data concerning health	This data is provided by you on our web forms and most regularly in relation to obtaining a quote for structural engineering services or when applying for a vacancy,.

We may collect, hold, use and disclose the information collected to compile statistical data and to; maintain our database; develop/improve our website; respond to any email enquiries. We will not use or disclose your personal information for any other purpose which is not related (or in the case of sensitive information, directly related) to the above purposes without your consent unless otherwise authorised, required or permitted under the laws of England and Wales. OPS does not sell your data to third parties.

Will we disclose your data:

Personal data will only be disclosed on a confidential basis to external service providers so that they can provide services in connection with the operation of our business; and to any person (where necessary) in connection with their services, such regulatory authorities. The handling of these operations is governed by a data processing contract between us and our external service provider, ensuring a commitment to the principals of the GDPR and the Data Protection Act 2018. We ensure external service providers are only authorised to use personal data for the limited purposes specified in our agreement with them.

How long we keep your personal data:

Personal data from our data subjects is retained in line with our data retention policy. OPS keeps most data for 7 years, which covers the 6 years by law in which we have to keep certain information for a minimum of 6 years plus the current year. Personal data that is no longer necessary to be kept under OPS data retention policy will be deleted. Under OPS data retention policy, there are certain exemptions in relation to financial data

Your Rights:

You have the following rights in relation to personal data held on you by OPS.

- The right to be informed about how personal data is used - (this notice)
- The right to access a copy of personal data that OPS holds about you
- The right to rectification of any errors in personal data held by the OPS
- The right to erasure of any personal data
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making including profiling

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If you wish to learn more about these rights and how they operate, please look at the ICO's website <https://ico.org.uk/for-the-public/>.

OPS does not operate any automated decision making systems. You have a right to request a copy of the personal data that we hold about you. Proof of your identity will be required for security purposes. If you are unhappy with the response that you receive from us when you exercise your GDPR rights or Data Protection Act 2018 rights, you have the right to lodge a complaint to the ICO. More guidance about raising a complaint with us is available on the ICO's website <https://ico.org.uk/for-the-public/raising-concerns/> and for raising a complaint with the ICO, more information is available on <https://ico.org.uk/concerns/>.

Cookies

This website uses web analytics in order to evaluate your use of this website and compile reports for us on activity on the website. By using this website, you consent to the processing of data about you in the manner and for the purposes set out above. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website may contain links to other sites, such as LinkedIn. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policy.