

Advance Northumberland Limited: Privacy Notice for Contractors

How we handle your information

Everyone working for Advance Northumberland Limited has a legal duty to keep and process information about you in accordance with the law. This section aims to explain why we ask for your personal information, how that information will be used and how you can access your records. This document is specific to the use of Approved Contractors and represents processes from across the following legal entities:

- Advance Northumberland (Developments) Limited – trading as Ascent Homes
- Advance Northumberland (Commercial) Limited
- Advance Northumberland (Homes) Limited
- Advance Green Futures Limited

Why is information recorded about me?

We use information about Approved Contractors to enable us to:

- Provide construction of new housing and commercial buildings, and where applicable manage customer care services.
- carry out specific commercial and domestic building maintenance and facilities management functions, for which we are responsible
- Undertake ecological services and habitat creation and management works

We keep records about Approved Contractors to facilitate this, these records are a combination of written (manual records), and computer based (electronic records) including records held in our customer relationship management systems, maintenance software, finance systems, and secure document storage platforms.

These records may include:

- Basic details about you, for example your name, your business name and address, your telephone number/s and email addresses.
- Unique identifiers, such as your home address.
- Your bank details.
- Copies of insurance certificates.
- Copies of accreditations.
- Copies of certificates.
- Copies of quotations and tenders submitted.
- Copies of pre-qualification questionnaires.
- Copies of documents provided in order to meet our Minimum Quality Thresholds.
- Copies of your invoices.
- Contact we have had with you, for example, meetings with Advance staff and copies of correspondence.
- Notes and reports about your relevant circumstances.
- CCTV images.

What is the information used for?

Your information is used in an initial assessment of whether your business has the necessary skills and competences to become an Approved Supplier. This assessment is carried out by checking

whether the information stated as mandatory has been supplied. We also assess the quality of the information supplied. This is reviewed by the Contracts Managers. Where necessary, this information is also reviewed by the Health and Safety team.

Where a business is not approved to become an approved supplier, the information is retained on file, and noted as not approved.

Where a business is approved, the information is then used principally to request quotations, arrange works orders and enter into a contract with you. As an Approved Contractor, we would hold your submission, quotations, business cards, tender submissions, purchase invoices and other paperwork associated with your services at Advance Northumberland Head Office in paper and electronic format. This would be accessed predominantly by our contract management teams, and our Finance Team, but for clarity, the information would be accessible to all Advance staff.

In all instances, it is important your records are accurate and up to date as they will help ensure our staff are able to provide you with the help, advice or support you need.

If you do not want to provide us with information you should not apply to become an Approved Contractor as we cannot process an application or work with you without this information.

How long is the information used for?

In order to use your personal data as an Approved Contractor, we rely on the legal basis of Article 6(1) (b) of the General Data Protection Regulations, which states processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. Your details will be kept for the duration of your approval as an Approved Contractor and then archived as per our Record Retention Policy. Processing is kept to a minimum and will only be processed in accordance with the law.

Sharing your information

When other suppliers are involved in the delivery of services, we may need to share details about you to enable us to work together for your benefit. Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- To carry out additional and necessary tasks at the same property at the same time.
- Where the health and safety of others is at risk.
- When the law requires us to pass on information under special circumstances.

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- Where a formal court order has been issued.
- Where we encounter infectious diseases, which may be a public health concern.

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to all personal records we hold.

If you wish to see a copy of your records you should submit a Subject Access Request directly to The Data Protection Officer at Wansbeck Workspace, Rotary Parkway, Ashington, Northumberland, NE63 8QZ or by emailing dpo@advancenorthumberland.co.uk or by calling 01670 528400. You are entitled to receive a copy of your records free of charge, within a month. In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this section, please tell us. Please contact the Data Protection Officer on 01670 528400 or at email address dpo@advancenorthumberland.co.uk

Details of the Information Commissioner can be found at: <https://ico.org.uk/>