



TRUSTMARK
Government Endorsed Quality

Data Warehouse & Property Hub

Privacy Notice v1.1

Privacy Notice

This privacy notice is issued by TrustMark (2005) Limited (collectively referred to as “we”; “us” and “our”) and relates to our use of any personal data, concerning you, (referred to as “data”) collected by us where you are the owner or occupier of a property that has had work carried out by a TrustMark Registered Business or in accordance with the Energy Company Obligation.

We respect your privacy rights and your rights as a data subject. We will manage and protect your data accordingly whilst it is in our hands in accordance with all applicable data protection legislation and in accordance with this notice.

We keep our privacy notice under regular review to make sure it is up to date and accurate.

Who is the data controller?

We are registered with the Information Commissioner’s Office, as a data controller, under the registration number of ZA460481. We can be contacted at the following address:

TrustMark (2005) Limited
Arena Business Centre
The Square
Basing View
Basingstoke
Hampshire
RG21 4EB

We use data processors who are third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do so. They will not share your personal information with any organisation apart from us.

What is the purpose of data processing?

As operator of the Government endorsed quality scheme, we require to process your data in order to ensure quality of home improvements as well as related consumer protection.

The legal basis for processing your data are as follows:

- Processing your data is necessary in pursuit of our legitimate interests, and the interests of members of the scheme.

The services within which your data will be used include:

1. Consumer Services

- Providing consumer services
- Handling consumer complaints
- Producing the Property Hub to form a dwelling profile
- Information to aid property transactions
- Information to aid home improvements

2. Professional and Trades Services

Planning

- Trades delivering services (e.g. building, plumbing, electrical and energy efficiency services)
- Professional services (e.g. assessment, design, project management, architects, legal)

Project on-site trades

- Installation, maintenance, servicing
- Testing, commissioning and evaluation

Post project trades and services

- Quality assurance and monitoring purposes
- Rectification of defective work
- Local Government buildings services
- Regulators and Government agencies
- Reporting of poor practice and safety concerns

3. Public Interest Statistics and Reports

- The production of various reports to help inform National and Regional Policy

Your personal data will not be used by us for the purposes of any automated decision-making or profiling.

Where did we receive your data?

Your personal data was collected and submitted to us by tradespersons or professionals who are engaged with work on your property, or by other relevant parties in the supply chain. Non personal data relating to your property may be provided by various sources with an interest in property performance or other characteristics.

What types of data do we process?

The personal data we hold is limited to:

- i. Name
- ii. Address
- iii. Email

- iv. Telephone number
- v. Relationship to property
- vi. Property address
- vii. Installation documentation and financial protection information

In respect of your data: We do not hold or process special categories of data (those relating to your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; sex life or orientation; genetic data; biometric data; disability; or data relating to any criminal convictions or offences).

Will third parties receive your data? What are their interests?

- i. Technical monitoring agencies for making appointments to review installation work
- ii. Government agencies and building services as regards consumer funding applications or property performance and characteristics
- iii. Supply chain parties engaged by your installer or representative to ensure that advice, design and installation practices are appropriate for your property
- iv. Academic or research organisations with a legitimate interest in property performance characteristics
- v. Regulators and legal agencies where required

We will not share your information with any third parties for the purposes of direct marketing.

How long will we keep your data?

Retention period for the data is dictated by the lifetime of the related property.

Where will your data be held?

TrustMark stores your data on secure servers within the UK and in line with our GDPR obligations.

What are your rights to the data?

Right of Subject Access

You can request details of all data we hold about you by submitting a subject access request to the Data Controller, at the address provided above.

We aim to comply with such a request from you within one month of the request being made. Where we cannot provide you with this information within one month; we shall inform you of this and provide the reasons why this cannot be achieved; at which point, we shall have a total of 3 months to comply with this request.

In the normal course of business, we shall not charge a fee for a subject access request. However, if you make a subject access request that is of a manifestly unfounded, repetitive or excessive nature, we reserve the right to charge a fee of £10 per request.

Right of Rectification

If your data is incorrect; you have the right to have this rectified by us. If any of your data is incorrect, please contact the Data Controller at the address provided above. We shall not charge a fee for your data to be rectified.

Right of Objection

You have the right to object to our processing of your data. Please note, that where we require to continue to process your data for reasons such as the defence of legal claims, we shall not be required to cease processing your data. If you wish to object to us processing your data, please contact the Data Controller at the address provided above.

Right of Erasure

You have the right to request that we delete your data provided that; we no longer require your data; or there is no legitimate legal basis for us to process your data; or we have unlawfully processed your data; or the data must be erased in order to comply with the law.

If you have grounds to request that we delete your data -and you wish to do so- please contact the Data Controller at the address provided above. We shall not charge a fee for your data to be deleted from our databases.

Can a complaint be made?

If you have any complaints about how we process your data; please contact the Data Controller, at the address provided above.

If we are unable to resolve your complaint: You have the right to make a complaint to the Information Commissioner's Office if you believe that your information has been mishandled by us. The Information Commissioner's Office can be contacted as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113