



JB Heritage Consulting Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

We have a joint controller relationship with Cheffins for the purpose of Sub-consultancy.

Contact details

Post

The Officers Mess Business Centre, Royston Road, Duxford, CAMBRIDGE, CB22 4QH, GB

Telephone

01223 919720

Email

mail@jbheritage.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Account information
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Recorded images, such as photos or videos
- Purchase or viewing history

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos
- Personal information used for administration of research
- Personal information used for the purpose of research

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Financial transaction information
- Health and safety information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Legitimate interest:
 - We collect data from clients and third parties that engage our services or are in the same industry and with whom we have mutual business opportunities and benefits. The benefits include being kept up to date and in touch with JB Heritage in the interests of servicing current and procuring future instructions.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Legitimate interest:
 - It is in the interests of the candidate that we can collect personal data to assist in considering any job applications.

Where we get personal information from

- People directly
- Publicly available sources
- Third parties:

- Other consultants eg project managers with whom we work and/or refer new instructions to JB Heritage.

How long we keep information

Any Personal Data will be stored as long as such data is necessary for the performance of this Agreement, as well as for maintaining historical records.

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- Professional consultants
- Publicly on our website, social media or other marketing and information media (where appropriate)
- Debt collection agencies

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

11 June 2024