



Crowthorne Property Maintenance Ltd t/a CPM Date Protection and Privacy Policy

1. Introduction

CPM Ltd respect your privacy and are committed to managing and safeguarding the information you provide us with.

If personal information has been provided to us by the property owner or collected from you by us on their behalf we usually act as Data Processor and may be instructed to process your personal information in accordance with their instructions and their own privacy policy, which they will be able to direct you to.

If we are providing services to you direct, and not on behalf of a property owner, then we are the “data controller”. This means that we are responsible for deciding how we hold and use personal information.

Our privacy policy applies to all aspects of our business including our website, software, and purchases etc.

2. Who we are.

‘CPM’ (the ‘Organisation’) specialises in many aspects of construction from new build and refurbishment works as well as day-to-day and planned maintenance.

We have an extensive array of employees covering most trades within the construction industry. Our core resources are carpenters, plumbers, electricians, decorators, and bricklayers.

Our clients vary from housing associations such as Ability Housing Association, Housing and Care 21, Hanover Housing where we carry out the following works:

- Refurbishment works to void properties which generally include complete new kitchens, bathrooms and redecoration.
- Reactive maintenance to social housing.
- Planned maintenance on predetermined inspection periods.
- Tendered building works.

We also work for mainstream builders such as Brymor, Mansell Construction, Berkeley Homes and Willmott Dixon to name a few where we tend to carry out large single trades i.e. a project tendered solely for electrical works or decorating works for example.

The Data Protection Officer is Mr Lee Waters.
The Data controller is Mrs Tracey Rosser.

Our registered office is

CPM Ltd
Butlers Barn, Holborn Grange, Weston Road, Upton Grey, Hampshire RG25 2RH

3. The information we hold.

Customer's information is kept to a minimum to enable us to carry out services for them. This includes name, address and contact details of our customers together with information about the property or the work required.

Employee information is held with appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

4. How we use your personal information

Customer information is used to get in touch with you about the services that we have been asked to provide. That could be by email, phone, mail or text. - for example, we may send you notification of an appointment by text or email, arrange site visits or ask for your feedback about the services that we have provided to you.

Employee Information is processed by the Data Controller and is stored securely in the office and on password protected software. We only use your information to contact you via email, phone or by post regarding work issues. - for example, to pay wages, arrange training etc.

5. What legal basis do we have for processing your personal data?

Customer information will be processed with your consent at the beginning of a job. Employee information will be processed when a contract of employment is offered.

6. When do we share personal data?

Sometimes we sub-contract our services to others, and it may be necessary to pass your details to our sub-contractor or suppliers for this purpose and they are required to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

7. Where do we store and process personal data?

Your data will be stored and processed in our Office. Butlers Barn, Holborn Grange, Weston Road, Upton Grey, Hampshire RG25 2RH.
We have security measures in place to ensure your data is kept safe.

8. How do we secure personal data?

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We restrict the amount of employees who have access to any data to those who have a genuine need to know. These are secured by passwords and encrypted files.

9. How long do we keep your personal data for?

Customer information will be retained for as long as we continue to work with you.
Employee information will be kept for the duration of your employment with us.
After this time, we will store this information for seven years in accordance with other documents kept in the business.

10. Your rights in relation to personal data

Under the GDPR you have a number of important rights which include:

Access to your personal information.
Require us to correct any mistakes in your information that we hold.
Require us to delete any information that we hold.
Object to any processing of personal data concerning you.
Restrict our processing of your personal information in certain circumstances.
Claim compensation for damages caused by our breach of and data protection law.

11. How to contact us?

If you have any questions or concerns about your personal data held by us please contact us

- Email traceyrosser@cpmltd.org.uk
- Call us on 01256 861395
- Write to us at CPM, Butlers Barn, Holborn Grange, Weston Road, Upton Grey, Hampshire, RG25 2RH.

Signed: Lee Waters Name: Lee Waters

Dated: 1st May 2024