

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

2. Responsibilities

- 2.1 The GDPR Owner is responsible for ensuring that this notice is made available to data subjects prior to Sound Advice Acoustics Ltd collecting & processing their personal data.
- 2.2 All Employees of Sound Advice Acoustics Ltd who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy notice




3.1 Who are we?

Sound Advice Acoustics Ltd are a UK based acoustic consultancy practice that undertake noise and vibration surveys as well as sound insulation tests and air pressure tests on residential and commercial premises.

Our GDPR Owner and data protection representatives can be contacted directly here:

- brian@soundadviceacoustics.co.uk
- (07976 630808)
- info@soundadviceacoustics.co.uk
- 0800 180 4005

Unit 2 West Links, Tollgate, Chandlers Ford, Hampshire, SO53 3TG

-  0800 180 4005
-  023 8025 4774
-  info@soundadviceacoustics.co.uk

VAT Number 837 5774 82 Company Number 4991799



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The personal data we would like to collect from you is:

Personal data type:	Source: Sound Advice Acoustics Ltd will only ever be obtained the personal data directly from you, the data subject. Type: Data collected and held by Sound Advice Acoustics Ltd includes, but not limited to, the following:- <ul style="list-style-type: none">✓ Name✓ Address✓ Contact Telephone Numbers✓ E-mail Address✓ Business or Personal Postal Addresses✓ Obtained Credit Scores✓ Financial Reports Obtained from Companies House
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The personal data we collect will be used for the following purposes:

- To allow us to contact you quickly and effectively to aid in the efficiency of the running of Sound Advice Acoustics Ltd and ensure any necessary deadlines are met.
- We may contact you and keep you up to date with new services that we feel maybe of interest to you.

Our legal basis for processing for the personal data:

- The design and execution of any legal contracts between us.
- Pursuant of any unpaid invoices or disputes.

3.2 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Sound Advice Acoustics Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting us as detailed within section 3.1 or by written instruction by post.

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3.3 Disclosure

Sound Advice Acoustics Ltd will not pass on your personal data to third parties.

3.4 Retention period

Sound Advice Acoustics Ltd will process personal data for a minimum of 2 years and will store the personal data for 4 years.

3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Organisation Name refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

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3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Sound Advice Acoustics Ltd (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Sound Advice Acoustics Ltd’s data protection representatives GDPR Owner.

The details for each of these contacts are:

	Supervisory authority contact details	GDPR Owner contact details
Contact Name:	Mrs Sarah Grist	Mr Brian Scrivener <small>MIOA</small>
Address line 1:	2 West Links	2 West Links
Address line 2:	Tollgate	Tollgate
Address line 3:	Chandlers Ford	Chandlers Ford
Address line 4:	Hampshire	Hampshire
Address line 5:	SO53 3TG	SO53 3TG
Email:	sarah@soundadviceacoustics.co.uk	brian@soundadviceacoustics.co.uk
Telephone:	0800 180 4005	0800 180 4005

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4. Online privacy statement

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

How we use your information

This privacy notice tells you how we, Sound Advice Acoustics Ltd, will collect and use your personal data for retention of contact information and to inform you of new services that we feel maybe of interest to you.

Why does Sound Advice Acoustics Ltd need to collect and store personal data?

In order for us to provide you acoustic consultancy and other related services we offer, we need to collect personal data for correspondence purposes and/or detailed service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes Sound Advice Acoustics Ltd would contact you pertaining to any new or additional services we feel maybe of interest to you.

Will Sound Advice Acoustics Ltd share my personal data with anyone else?

Whilst we will not sell your data to any other third parties, we may need pass your personal data on to third-party service providers contracted to Sound Advice Acoustics Ltd in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide you on our behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with Sound Advice Acoustics Ltd's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

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How will Sound Advice Acoustics Ltd use the personal data it collects about me?

Sound Advice Acoustics Ltd will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Sound Advice Acoustics Ltd is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will Sound Advice Acoustics Ltd contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

Sound Advice Acoustics Ltd at your request, can confirm what information we hold about you and how it is processed. If Sound Advice Acoustics Ltd does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Sound Advice Acoustics Ltd or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.

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- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?




Sound Advice Acoustics Ltd accepts the following forms of ID when information on your personal data is requested:

Passport, driving licence, birth certificate, utility bill (from last 3 months), etc

Contact details of the GDPR Owner:

	GDPR Owner contact details
Contact Name:	Mr Brian Scrivener <small>MIOA</small>
Address line 1:	2 West Links
Address line 2:	Tollgate
Address line 3:	Chandlers Ford
Address line 4:	Hampshire
Address line 5:	SO53 3TG
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Document Owner and Approval

The GDPR Owner is the owner of this document and is responsible for ensuring that this record is reviewed in line with the review requirements of the GDPR.

A current version of this document is available to all members of staff at Sound Advice Acoustics Ltd including non-executive Directors and Shareholders.




Signature:  MR B SCRIVENER

Date: 24.05.2018

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	BS	24.05.2018

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