

PRIVACY POLICY FOR EXTERNAL INDIVIDUALS

(Pol-018)

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1.0 INTRODUCTION

1.1 This is the privacy statement of Ramsay Chalmers Ltd for external individuals. This external privacy statement explains how we collect and use personal information about you.

2.0 POLICY

2.1 What personal information we collect:

- contact names & addresses, telephone number, email address.
- correspondence & any other information that you have given to the company.

2.2 Where we collect personal information from:

- directly from you in relation to services which you have asked us to undertake.
- third parties whom you have requested services from.

2.3 How we use your personal information:

We only use your personal information where it is permitted by the laws that protect your privacy rights. We only use personal information where:

- we need to use the information to perform a contract with you.
- we need to use the information to comply with our legal obligations.
- we have your consent (if consent is needed).
- **it is fair to use the personal information either in our interests or someone else's interest, where this is no disadvantage to you** (e.g. when we are quoting for a contract which requires details of your skills, as a sub consultant).

The purposes for the processing of your personal information is to:-

- perform obligations/exercising rights under the contract of services.
- ensure compliance with applicable regulatory standards.
- meet other legal responsibilities.
- understand needs and how they may be met.
- maintain records.
- process financial transactions.

2.4 Who we share your personal information with:

- regulatory governmental bodies.
- any other person to whom the company is legally obliged to disclose personal information.

2.5 If you do not provide your personal information:

- we will be unable to perform obligations under our contract of services with you.

2.6 How long we retain your personal information for:

We will never retain your personal information for any longer than is necessary for the purposes we need to use it for.

3.0 YOUR RIGHTS

3.1 Access to your information

You have the right to request a copy of the personal information about you that we hold.

3.2 Correcting your information

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

3.3 Deletion of your information

- You have the right to ask us to delete personal information about you where:
 1. You consider that we no longer require the information for the purposes for which it was obtained.
 2. We are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below.
 3. You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below.
 4. Our use of your personal information is contrary to law or our other legal obligations.

3.4 Objecting to how we may use your information

Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

3.5 Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you don't want us to delete the data. Where this right to validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

3.6 Withdrawing consent using your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.

4.0 CHANGES TO OUR PRIVACY STATEMENT

We keep this external privacy statement under regular review and will place any updates on www.ramsaychalmers.co.uk. Paper copies of the privacy statement may also be obtained by request.

This privacy statement was last updated as per the revision date.

5.0 CONTACT INFORMATION AND FURTHER ADVICE

Should you require any further information, please contact the office on 01224 560700 in the first instance.

6.0 COMPLAINTS

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

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

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>