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**Reg. Office**  
 Bourbon Court Nightingales Corner  
 Little Chalfont Buckinghamshire HP7 9QS

**Reg. No.**  
 10234789 England

JNP Group is the trading name of JNP Group  
 Consulting Engineers Ltd.

## JNP Group Privacy Notice

We use personal data to deliver engineering services and to promote our business. When we process personal data, we want to use it in ways that you would reasonably expect. This Privacy Notice explains how we protect your privacy and how we may use your information. If you have a question about how your personal information is used please contact our Data Protection Compliance Manager using one of the methods below:

Email: [privacy@jnpgroup.co.uk](mailto:privacy@jnpgroup.co.uk)

Phone: 01494 771221

Post: JNP Group Consulting Engineers Ltd, Bourbon Court, Nightingales Corner, Little Chalfont, Amersham, HP7 9QS

### The information you provide to us or that we collect from you

When you provide your information to us directly by post, email, telephone or via our website we only ask you to supply information that we need to fulfil the service you have directly requested from us.

If you do business with us we may also ask for further information about you or your company including financial details.

### Commercial and Professional Clients

We normally collect your name and your contact details including your job title, the organisation you work for, your work address, a work-related e-mail address and work-related telephone numbers.

### Residential Clients

We normally collect your name and your contact details including your home address, personal email address and personal mobile and home phone number.

### Interested Parties

As part of our work we are required to contact Statutory Authorities, Local Government, Government Agencies and other organisations such as utilities. If you are a contact point in relation to our work we will normally have your name, job title, organisation name, organisation address, work-related email address and work-related telephone numbers.

### Information provided to us by other sources

Professionals working for you may provide your contact details to us, so we can fulfil our contract with them.

### When we receive an instruction to work on your property

You may instruct a professional to work on your property and we do some of that work on their behalf. Where this is the case we will receive either your work-related or, in the case of residential work your personal contact details. Normally these will be your name, telephone numbers and email address. In addition, for commercial property work we will normally receive your job title and organisation name.

### Neighbours of Clients

If your property adjoins a neighbour's property for which we are providing services we may receive your contact details from that neighbour or via the professional they have instructed, so we can visit your property and conduct necessary research.

### Photographs

We take photographs of the exterior and interior of commercial, residential and neighbouring properties either to fulfil instructions we have received directly from you or your neighbour or from a professional that you have instructed. We provide the option for you to remove any people or cover any item of a personal nature, such as photographs that may incidentally be captured.

### Information provided to us via cookies

Our web site uses one cookie which is to track which web server is being used during your visit. This improves the performance of our website. You can disable it using your browser options. A cookie is small data text file sent from a server computer during a browsing session. Cookies are typically stored on your computer's hard drive and are used by web sites to simulate a continuous connection to that site.

### How we use your data

- To perform the services as instructed by you directly or via a third party.
- To keep you informed and updated about JNP Group news and services.
- To promote our services to you.
- To administrate your account

### Who we share your data with

We do not share your data with any other company without your prior consent except those processors we use for our business operations and to fulfil a contract or legal obligation.

- Microsoft® UK who provide our office & email system hosting
- UK based data centres hosting financial and client tracking systems
- Worldpay™ who process credit card payments on our behalf
- Paragon Internet Group Ltd who host our website
- IT infrastructure maintenance provider
- Associates and contract consultants providing services to us on your behalf
- Service providers such as land drilling
- Statutory Authorities and Agencies such as the Environment Agency, Coal Authority
- Local Authority departments such as Building Control and Highways

- Other Government Agencies such as the Land Registry
- Private Infrastructure organisations the National Grid and gas or electricity utility companies

Servers where your personal data is stored and processed are located in the European Economic Area with the exception of transactional card payment data which may be processed in the USA by Worldpay who adhere to the EU-US Privacy Shield framework.

### How we keep your personal information safe

We take our obligations to keep your personal data safe and secure very seriously and hold Cyber Essentials certification.

### How long we keep your personal information

We keep your personal information in line with our data retention policy. Most personal data in relation to work we are contracted to carry out is retained for up to 12 years from project completion, depending on the warranty period.

We do not promote our services directly to individual residents. We promote our services to organisations and to individuals providing professional services such as sole traders or non-incorporated partnerships. We retain this information for up to twelve years following a transaction and up to three years where no transaction has taken place unless there is reason to think that a future transaction is likely.

We keep personal data relating to contacts within Statutory Authorities, Local Authorities and other interested parties such as Utilities until the role of the contact changes or they leave.

### How to keep your personal information up-to-date

It is important for both you and us that your personal information is correct. If you believe this is not the case, please e-mail the amended details to [privacy@jnpgroup.co.uk](mailto:privacy@jnpgroup.co.uk) and we will contact you to verify your identity and then update your details.

### How you can find out about the information we hold about you

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

If you would like a copy of some or all your personal information, please email or write to us using the contact details in this notice.

We will get in contact to verify your identity and If we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be shared with
- let you have a concise and clear copy of the information

### Our legal basis for processing your personal information

Most of our processing is on the basis of “performance of a contract” or to comply with a “legal obligation” such as the Party Wall etc Act 1996 and the Building Regulations 2010.

For promoting our services to organisations such as limited companies and incorporated partnerships and for processing data in relation to Statutory Authorities, Local Authorities and Government Agencies we rely on “Legitimate Interest”. For promoting our services to sole traders and non-incorporated organisations we rely on consent.

### Asking us to suppress or remove your personal information

Should you not want to receive marketing information from us in future then you can click the unsubscribe link on our marketing emails or send your details to [privacy@jnpgroup.co.uk](mailto:privacy@jnpgroup.co.uk) and we will suppress your details. If you object to us processing your personal information you can tell us, and we will stop – unless we have overriding legal reasons.

If you would like us to remove your information entirely then please let us know. Please remember that we do often have obligations to retain your data for example for compliance, regulatory, liability or warranty reasons. If this is the case, we will explain the reasons to you. If not, we will remove your information - but we would encourage you to let us use it for suppression purposes only.

### What to do if you have a complaint

If you have a complaint, please contact us at [privacy@jnpgroup.co.uk](mailto:privacy@jnpgroup.co.uk) who will deal with your request promptly.

If you are still not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner’s Office. <https://ico.org.uk/concerns/>

### Links to other websites

We link our website directly to other sites such as Facebook and LinkedIn. This privacy notice does not cover the links within our site linking to other websites and organisations. We encourage you to read the privacy statements on the other websites you visit.

### Sale of business

Should JNP Group Consulting Engineers Limited be sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers' advisers and will be passed on to the new owners of the business. We will notify you should this occur, and you will have the opportunity to request suppression or deletion at that time.

### Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 31<sup>st</sup> May 2018

### Legal Information about JNP Group

We are the JNP Group Consulting Engineers Limited

- JNP Group, John Newton & Partners and Barneveld are trading names of JNP Group Consulting Engineers Ltd.
- Our company registration number is 10234789
- Our office is registered at Bourbon Court, Nightingales Corner, Amersham, HP7 9QS
- Our VAT number is 248278082

**PLEASE NOTE: The information provided, and the opinions expressed in this document represent the views of DQM GRC. They do not constitute legal advice and cannot be construed as offering comprehensive guidance to the GDPR, Privacy and Electronic Communications Regulations (PECR) or other statutory measures referred to in the course of the consultation. The views provided depend upon the information given and are given in the context of guidance and interpretation at the time of writing. Please obtain qualified legal advice where appropriate**