

NGAS Ltd Privacy Notice

Northern Gas Assessment Services Limited is committed to protecting your privacy when you use our services.

This Privacy Notice explains how we use information about you and how we protect your privacy.

What is personal information?

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person.

What personal information do we collect about you?

As part of your 'Certification Record' and 'Application for Assessment and Contract' we collect your name, home address, national insurance number, email address, telephone, photographic image, and your passport and driving licence details.

Why do we need your personal information?

There are a number of different reasons why we need your personal information. Under data protection law, we can only use your personal information if we have a lawful basis for doing so. We have set out our reasons for using your personal information and the lawful basis in the table below.

To register you with the European Registration Scheme and Gas Safe	To fulfil our contractual obligations.
To manage the services we provide to you	To fulfil our contractual obligations
To comply with any instructions, you give to us	To fulfil our contractual obligations
To help investigate any enquiries or complaints you have about our services	To fulfil our contractual obligations
To notify you about changes to our service	It is in our legitimate interests to use your personal information for this purpose
To send you gas assessment reminders and notifications by post or email	We rely on your consent to send you these communications
To prevent and detect fraud, including sharing your personal information with Fraud Prevention Agencies for this purpose	It is in our legitimate interests to use your personal information for this purpose. This may in some circumstances be necessary for us to comply with our legal obligations

Who do we share your personal information with?

We only share your personal information with our certification bodies - the European Registration Scheme (ERS) and NICEIC; unless we have a legal duty to provide personal information to other organisations.

How long do we keep your personal information for?

7 years from date of Application of Assessment.

How do we protect your personal information?

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them.

What you can do with your personal information?

The law gives you a number of rights to control what personal information is used by us and how it is used:

- 1. You can ask for access to the personal information we hold on you**
You have the right to ask for all the information we have recorded about you, both paper and electronic.
- 2. You can ask to change personal information you think is inaccurate**
You should let us know if you disagree with something written on your file. We may not always be able to change or remove that information but we'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.
- 3. You have the right to ask us to stop using your personal information**
However, if this request is approved this may prevent us delivering our service to you. Where possible we'll seek to comply with your request, but we may need to hold or use information because we are required to by law.

If we have consent to use your personal information, you have the right to remove it at any time.

- 4. You can ask to delete personal information (right to be forgotten)**
In some circumstances you can ask for your personal information to be deleted, for example, where your personal information is no longer needed for the reason why it was collected in the first place, where you have removed your consent for us to use your information (where there is no other legal reason us to use it), where there is no legal reason for the use of your information, or where deleting the information is a legal requirement. Where your personal information has been shared with others, we'll do what we can to make sure those using your personal information comply with your request for erasure.
- 5. You can ask to limit what we use your personal information for**
You have the right to ask us to restrict what we use your personal information for where you have identified inaccurate information, and have told us of it, where we have no legal reason to use that information but you want us to restrict what we use it for rather than erase the information altogether.

Who should you contact with regard to your personal information?

Please contact our Data Controller **Paul Walker**, if you:

- Would like a copy of some, or all, of the personal information we hold about you
- Want to let us know if any of the personal information we hold about you is inaccurate or incomplete
- Want to object to how we use your data, or ask us to delete it or restrict how we use it
- Want to remove your consent.

If you do not think we are handling your personal information adequately; you have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, are available at <https://ico.org.uk>.