

Privacy Policy

Policy & Process Document



Privacy Policy

KLT Utilities Ltd is one of the UK's leading multi-utility contractors and has a large presence in London and the south east delivering gas utility works and multi-utility infrastructure projects. We are committed to protecting your personal information, as well as being transparent about the personal information collected, obtained and disclosed about you.

This Privacy Policy (sometimes referred to as a "Privacy Notice") contains important information on who we are; how and why we collect, store, use and share personal information; your rights in relation to your personal information; and how to contact us in the event you have a complaint. Processing of personal data, such as name, address, email, IP address or telephone number by the business will comply with the EU General Data Protection Regulation 2016/679 (GDPR), the UK Data Protection Act 2018 (DPA) and in accordance with all country-specific data protection regulations.

Scope

By means of this data protection declaration, we are informing you of the nature, scope and purpose of the personal data we collect, use and process. Furthermore, you are informed, by this declaration, of the rights to which you are entitled.

This Policy applies to all clients, visitors, permanent, temporary and contracted employees working for and on behalf of KLT.

Name and Address of the Company

For the purposes of the GDPR, DPA or other country-specific data protection laws and other provisions related to data protection, the data controller is:

KLT Utilities Ltd
Unit 2 Chalfont House
Boundary Way
Hemel Hempstead
Hertfordshire HP2 7SJ

Phone: +44 (0)1442 767200 (Main Office)
Email: info@kltutilities.com

Data Protection officer:

Jane Shelvey, Head of HR and Support Services
KLT Utilities Ltd
Unit 2 Chalfont House
Boundary Way
Hemel Hempstead
Hertfordshire HP2 7SJ

Email: hr@kltutilities.com

You may, at any time, contact our Data Protection Officer, or nominated person with all questions and suggestions concerning data protection.

Personal Data Collected by the Company

We may collect a range of personal information about you, which can include, but is not limited to:

- Name, address and contact details, including email address and telephone number
- Sex/gender
- Age/date of birth
- Copy of driving licence and/or passport/identify card
- National insurance number and other tax related information
- Details of employment history, experience
- Information relating to entitlement to work in the UK
- Details of any criminal convictions
- CCTV footage, if attending our premises

We collect this information in a variety of ways, for example, data contained within an application form/CV, obtained from your passport or other identity documents or collected through interviews. Information will also be collected from third parties, such as references supplied by former employees.

We will store your personal data securely, in a number of locations, including on Company sites and IT systems (including email and servers).

Analytics

When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

For more information on Google Analytics cookies, see the official [Google Analytics page](#).

Cookies

As is common practice with almost all professional websites this site uses cookies.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

You can find more information on how cookies are used by visiting our Cookies Policy page.

Collection of General Data and Information

We collect a range of general data and information when users visit the websites. This general data and information are stored in our server log files and include:

- The browser types and versions used;
- The operating system used by the accessing device;
- The website from which an accessing device reaches our website (so-called 'referrers') such as Google;
- The date and time of access to the website;
- The Internet protocol address (IP address) used to access the website;
- The Internet service provider of the accessing device, and
- Any other relevant data and information that we deem vital to preventing malicious attacks on our information technology systems or for troubleshooting our information technology systems in the event of any malicious attack, real or perceived.

We do not draw any conclusions about individual users when processing or analysing this general data and information. This information is needed to:

- Deliver the content of our website correctly;
- Optimise the content of our website as well as its advertisement;
- Protect the long-term viability of our information technology systems and website technology; and
- Provide law enforcement authorities with the information necessary for criminal prosecution in case of a cyber-attach or criminal misuse.

In light of this, the Company analyses collected data and information statistically and, in the aggregate, with the aim of increasing the data protection and data security of our Company and to ensure an optimal level of protection for the personal data we process. The data of the server log files are stored separately from any personal data provided by users.

Security

The security of personal data is important to us. We regularly monitor our systems for possible vulnerabilities and attacks, and we use reasonable organisational, technical and administrative measures to protect personal data under our control. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us of the problem by contacting our Data Protection Officer.

Sharing Your Personal Information with the Company

You may submit your personal data for a variety of reasons, for example, to subscribe to a newsletter.

The personal data provided by you is collected and stored exclusively for internal use. We do not use any information submitted for marketing purposes.

Disclosure of Your Personal Data

Information provided to the Company may be shared with the following:

- Internally with Company employees, contractors and suppliers who provide services on behalf of KLT;
- Company solicitors and other advocacy partner organisations;
- Insurers;
- Company professional advisors;
- Providers of IT and system administrative services; and
- Public bodies and regulatory authorities, e.g. as part of COVID-19 related track and trace initiative.

We will not share your personal data with any organisations in return for payment.

Rights to Access and Control Your Personal Data

You have a legal right to access personal information that we hold about you, including the right to:

- Be informed how your personal information is processed;
- Have inaccurate or incomplete personal data rectified;
- Access a copy of the personal data the Company holds on you;
- Restrict the processing of your personal data, in certain circumstances, e.g. if you have challenged the accuracy of your data;
- Object to the processing of your personal data for marketing purposes;
- Receive a copy of your personal data, in a machine-readable format, for your own personal use or to transfer to another organisation;
- Have your personal data erased, in those circumstances where there is no compelling reason for the Company to continue processing it, insofar as there are no statutory storage obligations;
- Claim compensation for damages caused by a breach of data protection laws; and
- Withdraw your consent at any time.

We do not use automated decision making to make decisions.

Contacting the Company Via the Website

If you contact the Company via email, the personal data transmitted by you is automatically and securely stored on access-restricted Company servers. Such personal data transmitted on a voluntary basis by you to the Company is stored for the purpose of processing or contacting you. There is no transfer of this personal data to third parties.

Data Protection for Job Applications and the Application Procedures

We collect and processes personal data of job applicants, including apprenticeships and graduate schemes in accordance with the Company's application procedure.

Processing will be carried out electronically when an applicant submits corresponding application documents to the Company recruitment email address: hr@kltutilities.com.

If your application is successful, the personal data submitted will be stored for the purpose of processing the employment relationship in compliance with legal requirements. The data will be transferred to your personnel file and retained for the duration of your employment at the Company and 7 years post-employment. If your application for employment is unsuccessful, your personal data is held on file for up to 6 months after the recruitment process.

Lawful Basis for the Processing

The GDPR/DPA or country-specific data protection regulations applicable to the Company set out the lawful basis for processing personal data. Processing of personal data may be necessary for contract purposes, e.g. for the supply of goods or to provide another service.

The same applies to such processing operations, which are necessary for conducting pre-contractual measures, for example in the case of enquiries concerning our products or services.

The Company is subject to a legal obligation by which processing of personal data is required, such as for the fulfilment of tax obligations. In rare cases, the processing of personal data may be necessary to protect your vital interests or that of another natural person. For example, if a visitor were injured on a Company site, their name, age, health insurance data or other vital information may need to be passed on to a doctor, hospital or other third party.

Processing not covered by any of the above-mentioned legal grounds, may be necessary for the purposes of the legitimate interests pursued by the Company, except where such interests are overridden by your interests or fundamental rights and freedoms, which require protection of personal data. Such processing operations are permissible if they have been specifically mentioned and are in accordance with the country-specific data protection regulations applicable to the Company. It is considered that a legitimate interest could be assumed if you or your employer are a Company client. We will always seek your consent prior to using your data for any purpose that is not covered by another lawful basis.

The Legitimate Interests Pursued by the Company

The processing of personal data to carry out our business in favour of the well-being of all our employees is considered a 'Legitimate Interest Pursued by the Company'.

Period for Which the Personal Data will be Stored

The criteria used to determine the period of storage of personal data is the respective statutory retention period. After expiration of that period, the corresponding data is routinely deleted, as long as it is no longer necessary for the fulfilment of a contract or the initiation of a contract. Cross-Border Transfer Where Cloud-based applications or storage are used, we may transfer data to countries outside of European Economic Area (EEA). We will make every effort to ensure that data remains in the EEA, but it is possible that data will be transferred to countries, which may have data protection rules that are different to those of your country.

We will ensure that any such transfers comply with applicable data protection laws and your data remains protected to the standards described in this Privacy Policy. In certain circumstances, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your personal data for legal requirements.

Provision of Personal Data as Statutory or Contractual Requirement

The provision of personal data is partly required by law (e.g. tax regulations) or as a result of contractual provisions (e.g. information on the contractual partner). Sometimes it may be necessary to conclude a contract with personal data provided by you, which must subsequently be processed by us. You are, for example, obliged to provide the Company with personal data when the Company signs a contract with your organisation. The non-provision of personal data may have the consequences that the contract with you cannot be completed.

Purpose of the Company Websites

We adopt the above policy because we assume that visitors to our sites have a professional interest in the products and services we offer.

Review and Maintenance

The DPO or nominated person will review this Policy at least annually.

Revision Record

Rev	Date	Author	Approved by	Details of Amendments
01	Jan2021	HR	M Dolan	New Policy / Procedure